Lighting the Path to Success

BUS OPERATOR INITIAL TRAINING PROGRAM

Student Resource Guide

July 2025

Bus Operator Training Student Resource Guide

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Lighting the Path to Success

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GENERAL INFORMATION

Bus Operator Initial Training

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Program Objective

Bus Operator Training
Program Objectives

Training Goal

The goal of this training is to create a full understanding of the job duties and responsibilities of a Bus Operator. This include but not limited to, communication, proper defensive driving, customer service, Ventra, daily reports, maps, rules, and safety.

Learning Objectives

Upon completion of this training, trainees will:

Role Understanding:
- Articulate the responsibilities and expectations of a CTA Bus Operator.
- Demonstrate knowledge of the importance of their role in providing safe and reliable public transportation.

Bus Operation Skills:
- Demonstrate safe driving techniques, including navigation, maneuvering, and emergency response.
- Complete practical assessments to show proficiency in operating different bus models.

Route Familiarization:
- Identify and describe key CTA bus routes, including major stops and transfer points.
- Review the rules and regulations governing bus operations, including safety protocols and fare policies.

Communication and Customer Service:
- Develop effective communication skills for interacting with customers, addressing inquiries, and managing complaints.
- Role-play customer service scenarios to enhance their skills in providing assistance and maintaining a positive riding experience.

Safety Protocols:
- Emphasize the importance of safety training, including defensive driving and customer safety measures.

Continuous Improvement:
- Implement feedback and self-assessment to foster ongoing development as a Bus Operator.

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Schedule At a Glance

Bus Operator Initial Training
Schedule at a Glance

Classroom Instruction | Field Instruction | Line Instruction | CDL Qualification / Exam

Training Agenda				
Monday	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
NEO – 567 W. Lake Street	**Day 1: Training Center** • Welcome and Introduction • Program Overview • Policy Overview • Uniform Requirements • Introduction to Defensive Driving • Review and Wrap-Up	**Day 2: Training Center** • Welcome and Review • Communication • Non-Verbal Communication • Overview of Bus Service Management • Review of the Fundamentals of Bus Operator Role • Review and Wrap-Up	**Day 3: Training Center** • Welcome and Review • Bus Familiarization (ELDT Requirement) • Maneuvers/Range Training • Review of the Fundamentals of Bus Operator Role • Review and Wrap-Up	**Day 4: Training Center** • Welcome and Review • Introduction to Fares - Revenue Department • Fares Executive Order and Ventra • Farecards • Fare Collection Equipment • Courtesy Card Kit • Fares Q&A • Review and Wrap-Up
Monday	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
	Day 5: Training Center • Welcome and Review • CleverDevices • Automated Voice Annunciation System (AVAS) • Communication with the Control Center • Bus Operator Daily Report • Review and Wrap-Up	**Day 6: Training Center** • Welcome and Review • Americans with Disabilities Act (ADA) Compliance • Substance-Abuse Free Environment (SAFE) • Transit Security • Emergency Procedures and Reporting Troubles • Defensive Driving • Fatigue Awareness • Review and Wrap-Up	**Day 7: Training Center** • Welcome and Review • ICS 100/200 • Review and Wrap-Up	**Day 8: Training Center** • Welcome and Review • ICS 100/200 • Review and Wrap-Up	**Day 9: Training Center** • Welcome and Review • Hazardous Communication • Bloodborne Pathogens • TSA – Prepare, Observe, Assess, Respond (POAR) Security Training • Review and Wrap-Up
Monday	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
	Day 10: Training Center • Welcome and Review • Safety Awareness • CTA Customer Service Standards • Guides and Maps • Conflict Management and Problem Solving • Ventra Feud • Review and Wrap-Up	**Day 11: Training Center** • Welcome and Review • Reports and Forms • Rule Books • Perception Activity • Share the Roads • Distracted Driving Videos • Exam Preparation • Review and Wrap-Up	**Day 12: Training Center** • Welcome and Review • General Information/SOP Exam • CDL Class B Exam • CDL P-Endorsement Exam • Ventra/Fares Exam • Final Exam Debrief • Maneuver and CDL Videos • Local Union 241 Guest Speaker	**Day 13: Training Center** • Welcome and Review • Pre-Pullout System Check – SOP 7008 • Bus Familiarization • Maneuvers/Range Training • Defensive Driving Knowledge Check Activity • Review and Wrap-Up	**Day 14: Training Center** • Welcome and Review • CDL Pre-Trip Inspection • Maneuvers/Range Training • Non-Revenue Street Operations • Review and Wrap-Up

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Bus Operator Initial Training Schedule at a Glance

Monday	Tuesday	Wednesday	Thursday	Friday
Day 15: Home Garage • Welcome to Home Garage • Home Garage Orientation • Route Map Familiarization • Pre-Pullout Systems Check • Non-Revenue Street Operation • Defensive Driving and Accident Reductions • Review and Wrap-Up	**Day 16: Home Garage** • Welcome and Review • Hours of Service Requirements • Secretary of State CDL Pre-Trip Inspection • Non-Revenue Street Operation • Defensive Driving Review and Wrap-Up	**Day 17: Home Garage** • Welcome and Review • Night Operations Review • Secretary of State CDL Pre-Trip Inspection • ELDT Maneuvers • Non-Revenue Street Operation • Defensive Driving Review and Wrap-Up	**Day 18: Home Garage** • Welcome and Review • Training Record Review • Secretary of State CDL Pre-Trip Inspection • Route Familiarization • Defensive Driving Review and Wrap-Up	**Day 19: Home Garage** • Welcome and Review • Skid Control/Recovery Jackknifing and other emergencies • Secretary of State CDL Pre-Trip Inspection • Route Familiarization • Defensive Driving Review and Wrap-Up
Monday	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
Day 20: Home Garage • Welcome and Review • Secretary of State CDL Pre-Trip Inspection • Route Familiarization • Cargo and Passenger Management • Defensive Driving Review and Wrap-Up	**Day 21: Home Garage** • Welcome and Review • Secretary of State CDL Pre-Trip Inspection • Evacuation of a Bus • Route Familiarization • Defensive Driving Review and Wrap-Up	**Day 22: Home Garage** • Welcome and Route Map Review • Training Record Review and Special Driving if needed • Secretary of State CDL Pre-Trip Inspection • Evacuation of a Bus • Route Familiarization • Defensive Driving Review and Wrap-Up	**Day 23: Home Garage** • Welcome and Route Map Review • Secretary of State CDL Pre-Trip Inspection • Route Familiarization • Defensive Driving Review and Wrap-Up	**Day 24: Home Garage** • Welcome and route Map Review • Secretary of State CDL Pre-Trip Inspection • Route Familiarization • Defensive Driving Review and Wrap-Up
Monday	**Tuesday**	**Wednesday**	**Thursday**	**Friday**
Day 25: Home Garage • Welcome and Route Map Review • Secretary of State CDL Pre-Trip Inspection • Route Familiarization • Defensive Driving Review and Wrap-Up	**Day 26: Home Garage** • Welcome and Route Map Review • AVAS/BLIS (Schedule Adherence) • Secretary of State CDL Pre-Trip Inspection • Route Familiarization • Defensive Driving Review and Wrap-Up	**Day 27: Home Garage** • Welcome and Review • CDL Practice • Review and Wrap-Up	**Day 28: Home Garage** • Welcome and Review • CDL Qualification Review and Wrap-Up	Day 29: Home Garage Line Instruction

Bus Operator Initial Training Schedule at a Glance

Monday	Tuesday	Wednesday	Thursday	Friday
Day 30: Home Garage Line Instruction	Day 31: Home Garage Line Instruction	Day 32: Home Garage Line Instruction	Day 33: Home Garage Line Instruction	Day 34: Home Garage Line Instruction

Monday	Tuesday	Wednesday	Thursday	Friday
Day 35: Home Garage • Welcome • Non-Revenue Street Observation • Vault Island Procedures • Introduction to Transportation Manager • Review and Wrap-Up				

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ENTRY LEVEL DRIVER TRAINING (ELDT) INFORMATION

Bus Operator Training

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ELDT Requirements - Roadside Inspection

Bus Operator Training Program
Roadside Inspection

Commercial Motor Vehicle (CMV) roadside inspections are performed to help fulfill the Federal Motor Carrier Safety Administration (FMCSA)'s mission by ensuring that large trucks and buses are up to certain regulations which in turn helps to keep our roadways safe. Inspections that result in serious violations place drivers and/or vehicles under Out-of-Service Orders. Out-of-Service Orders must be corrected before the driver and/or vehicle can go back to work. Roadside Inspection Reports (396.9)

Any driver who receives a roadside inspection report is required to deliver it to the motor carrier **within 24 hours**. If a vehicle is declared "out-of-service," violations or defects **must** be corrected before a vehicle may operate again. Carriers must sign and return the completed roadside inspection report **within 15 days** of the inspection, verifying all violations have been corrected. A copy of this report must be retained by the carrier for 12 months following the date of inspection.

Driver Vehicle Inspection Reports (DVIR) (Post-Trip) (396.11)
Per 49 CFR 396.11, drivers of passenger-carrying and non-passenger CMVs must inspect vehicles and prepare and sign a written report at the completion of each day's work on each vehicle operated, except for intermodal equipment tendered by an intermodal equipment provider. See FMCSA's additional guidance on completing and retaining DVIRs. See 49 CFR 396.11(b) for intermodal equipment inspection requirements.

The report shall cover at least the following parts and accessories and must list any defect or deficiency discovered by or reported to the driver which would affect the safety of operation of the vehicle or result in its mechanical breakdown.

- Service brakes, including trailer brake connections
- Parking (hand) brake
- Steering mechanism
- Lighting devices and reflectors
- Tires
- Horn
- Windshield wipers
- Rear-vision mirrors
- Coupling devices
- Wheels and rims
- Emergency equipment

If a driver operates more than one vehicle during the day, a report must be prepared for each vehicle operated.

Type of CMV	Inspection Reporting Requirements
For-Hire Passenger CMVs	Submit report after every trip, even if no defects are found by or reported to the driver.
All other CMVs	Submit report only if a defect that would affect the safety operation of the vehicle is found or has been reported to the driver.

Corrective Action
Carriers must repair any defect or deficiency before the vehicle is dispatched again and certify on the original driver vehicle inspection report that the defect or deficiency has been repaired or that repair is unnecessary.

Retention
The motor carrier must maintain the original driver vehicle inspection report (DVIR), the certification of repairs, and the certification of the driver's review for three months from the date of the initial report.

Pre-trip Inspection (396.13)
Before operating the vehicle, **the driver must inspect the vehicle and be satisfied that it is in safe operating condition**. If the last vehicle inspection report notes any deficiencies, the driver must review and sign to acknowledge and certify that the required repairs were made.

Periodic Inspection (396.17, 396.21)
Every commercial vehicle, including each segment of a combination vehicle, must undergo periodic inspection at least once every 12 months. At a minimum, inspections must include all items listed in 49 CFR 396 Appendix A: Minimum Periodic Inspection Standards.
The periodic inspection report must be retained by the motor carrier for 14 months while documentation of the most recent periodic inspection (sticker, report, or decal) must be kept on the vehicle. Carriers in States without a Federal inspection program equivalent (see 49 CFR 396.23) may perform required annual inspections themselves or allow a third-party to conduct inspections, so long as the inspector meets the qualifications mandated in 49 CFR 396.19.

- Motor carriers must ensure that inspectors:
  - Understand the inspection standards in 49 CFR 396 Appendix A;
  - Can identify defective components; and
  - Have knowledge and proficiency in methods, procedures, and tools.
- Motor carriers must also ensure that inspectors have gained experience or training by:
  - Completing a State or Federal training program, or earning a State or Canadian Province qualifying certificate in commercial motor vehicle safety inspections; or
  - A combination of other training or experience totaling at least a year.

Motor carriers must retain evidence of an inspector's qualifications until one year after the inspector ceases to perform inspections for the carrier.

Equivalent to Periodic Inspection (396.23)
Motor carriers may meet periodic inspection requirements through a State inspection program that FMCSA has deemed equivalent to its Federal inspection requirements. The following States have adopted periodic inspection requirements that FMCSA has deemed **equivalent** to its periodic inspection requirements:

- Alabama (only LPG Board)
- California
- Connecticut
- District of Columbia
- Hawaii
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan (bus inspection program)
- Minnesota
- New Hampshire
- New Jersey
- New York
- Ohio (church bus inspection program)
- Pennsylvania
- Rhode Island
- Texas
- Utah
- Vermont
- Virginia
- West Virginia
- Wisconsin (bus inspection program)

.
See 49 CFR 396.23 for more information.

Source: Federal Motor Carrier Safety Administration
https://csa.fmcsa.dot.gov/safetyplanner/MyFiles/SubSections.aspx?ch=22&sec=65&sub=148

ELDT Requirements - Transporting Cargo Safely

Bus Operator Training
Transporting Cargo Safely

Excerpt from the Illinois CDL Study Guide

This Section Covers:

- Inspecting Cargo
- Weight and Balance
- Securing Cargo
- Cargo Needing Special Attention

You must understand basic cargo safety rules to get a CDL. If you load cargo wrong or do not secure it, it can be a danger to others and yourself. Loose cargo that falls off a vehicle can cause traffic problems and others could be hurt or killed. Loose cargo could hurt or kill you during a quick stop or crash. Your vehicle could be damaged by an overload.

Steering could be affected by how a vehicle is loaded, making it more difficult to control the vehicle. Whether or not you load and secure the cargo yourself, you are responsible for:

- Inspecting your cargo.
- Recognizing overloads and poorly balanced weight.
- Knowing your cargo is properly secured and does not obscure your view ahead or to the sides.
- Knowing your cargo does not restrict your access to emergency equipment.

If you intend to carry hazardous material that requires placards on your vehicle, you will also need to have a Hazardous Materials endorsement. Section 9 of the CDL Study Guide manual has the information you need to pass the hazardous materials test.

Federal, state and local regulations for commercial vehicle weight, securing cargo, covering loads and where you can drive large vehicles vary from place to place. Know the rules of where you will be driving.

Inspecting Cargo

As Part of Your Pre-trip Inspection. Make sure the truck is not overloaded and the cargo is balanced and secured properly.

After Starting. Inspect the cargo and its securing devices again within the first 50 miles after beginning a trip. Make any adjustments needed.

Re-check. Re-check the cargo and securing devices as often as necessary during a trip to keep the load secure. You need to inspect again:

- After you have driven for three hours or 150 miles.
- After every break you take during driving.

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Weight and Balance

You are responsible for not being overloaded. The following are some definitions of weight you should know.

Definitions You Should Know

Gross Vehicle Weight (GVW). The total weight of a single vehicle plus its load. Gross Combination Weight (GCW). The total weight of a powered unit plus trailer(s), plus the cargo.

Gross Vehicle Weight Rating (GVWR). The maximum GVW specified by the manufacturer for a single vehicle plus its load.

Gross Combination Weight Rating (GCWR). The maximum GCW specified by the manufacturer for a specific combination of vehicles plus its load.

Axle Weight. The weight transmitted to the ground by one axle or one set of axles. Tire Load. The maximum safe weight a tire can carry at a specified pressure. This rating is stated on the side of each tire.

Suspension Systems. Suspension systems have a manufacturer's weight capacity rating.

Coupling Device Capacity. Coupling devices are rated for the maximum weight they can pull and/or carry.

You must keep weights within legal limits. States have maximums for GVWs, GCWs and axle weights. Often, maximum axle weights are set by a bridge formula. A bridge formula permits less maximum axle weight for axles that are closer together. This is to prevent overloading bridges and roadways.

Overloading can have bad effects on steering, braking and speed control. Overloaded trucks have to go very slowly on upgrades. Worse, they may gain too much speed on downgrades. Stopping distance increases. Brakes can fail when forced to work too hard.

During bad weather or in mountains, it may not be safe to operate at legal maximum weights. Take this into account before driving.

Do Not Be Top-Heavy

The height of the vehicle's center of gravity is important for safe handling. A high center of gravity (cargo piled up high or heavy cargo on top) means you are more likely to tip over. It is most dangerous in curves or if you have to swerve to avoid a hazard. It is

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important to distribute the cargo, so it is as low as possible. Put the heaviest parts of the cargo under the lightest parts.

Balance the Weight
Poor weight balance can make vehicle handling unsafe. Too much weight on the steering axle can cause hard steering. It can damage the steering axle and tires. Under-loaded front axles (caused by shifting weight too far to the rear) can make the steering axle weight too light to steer safely. Too little weight on the driving axles can cause poor traction. The drive wheels may spin easily. During bad weather, the truck may not be able to keep going. Weight that is loaded so there is a high center of gravity causes greater chance of rollover. On flat bed vehicles, there is also a greater chance that the load will shift to the side or fall off.

Securing Cargo

Blocking and Bracing

Blocking is used in the front, back and/or sides of a piece of cargo to keep it from sliding. Blocking is shaped to fit snugly against cargo. It is secured to the cargo deck to prevent cargo movement. Bracing is also used to prevent movement of cargo. Bracing goes from the upper part of the cargo to the floor and/or walls of the cargo compartment.

Cargo Tie-down

On flatbed trailers or trailers without sides, cargo must be secured to keep it from shifting or falling off. In closed vans, tie-downs can also be important to prevent cargo shifting that may affect the handling of the vehicle. Tie-downs must be of the proper type and proper strength. Federal regulations require the aggregate working load limit of any securement system used to secure an article or group of articles against movement must be at least one-half times the weight of the article or group of articles.

Proper tie-down equipment must be used, including ropes, straps, chains and tensioning devices (winches, ratchets, clinching components). Tie-downs must be attached to the vehicle correctly (hooks, bolts, rails, rings). Cargo should have at least one tie-down for each 10 feet of cargo. Make sure you have enough tie-downs to meet this need. No matter how small the cargo, it should have at least two tie-downs.

There are special requirements for securing various heavy pieces of metal. Find out what they are if you are to carry such loads.

Header Boards

Front-end header boards (“headache racks”) protect you from your cargo in case of a crash or emergency stop. Make sure the front-end structure is in good condition. The front-end structure should block the forward movement of any cargo you carry.

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Covering Cargo

There are two basic reasons for covering cargo:

- To protect people from spilled cargo.
- To protect the cargo from weather.

Spill protection is a safety requirement in many states. Be familiar with the laws in the states you drive in. You should look at your cargo covers in the mirrors from time to time while driving. A flapping cover can tear loose, uncovering the cargo, and possibly block your view or someone else's.

Sealed and Containerized Loads
Containerized loads generally are used when freight is carried part way by rail or ship. Delivery by truck occurs at the beginning and/or end of the journey. Some containers have their own tie-down devices or locks that attach directly to a special frame. Others must be loaded onto flatbed trailers. They must be properly secured just like any other cargo.

You cannot inspect sealed loads, but you should check that you do not exceed gross weight and axle weight limits.

Cargo Needing Special Attention

Dry Bulk

Dry bulk tanks require special care because they have a high center of gravity, and the load can shift. Be extremely cautious (slow and careful) going around curves and making sharp turns.

Hanging Meat

Hanging meat (suspended beef, pork, lamb) in a refrigerated truck can be a very unstable load with a high center of gravity. Particular caution is needed on sharp curves such as off-ramps and on-ramps. Go slowly.

Livestock

Livestock can move around in a trailer, causing unsafe handling. With less than a full load, use false bulkheads to keep livestock bunched together. Even when bunched, special care is necessary because livestock can lean on curves. This shifts the center of gravity and makes rollover more likely.

Oversized Loads
Over length, over width and/or overweight loads require special transit permits. Driving is usually limited to certain times. Special equipment may be necessary such as “wide load” signs, flashing lights, flags, etc. Such loads may require a police escort or pilot

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vehicles bearing warning signs and/or flashing lights. These special loads require special driving care.

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ELDT Requirements - Extreme Driving Conditions

Bus Operator Initial Training Program
ELDT Requirements
Extreme Driving Conditions

There are some other extreme driving conditions that a Bus Operator might have to operate on while performing their jobs as a Bus Operator. When those conditions arise, Bus Operator must adjust the way they operate based on standards operating procedures to ensure their safety, those of the customers and the public.

Some of those conditions include but are not limited to:

1. **Heavy Rain**

    - Rain might not seem like a big problem but understand that 30% of road accidents are caused by wet roads. Heavy rain decreases the visibility significantly, and the risk of the hydroplaning increases.
    - To preserve the safety of others and yourselves, reduce speed as soon as rain begins to fall. Reducing speed can help you control the bus better and prevent slipping.

2. **Snow**

    - Heavy snow reduces visibility and increases the risk of accidents. Even a light snowfall can cause chaos on the roads.
    - The best way to safely operate the bus on snowy roads is to reduce speed. Operate safely and increase your following and braking distance.

3. **Ice/Blizzard**

    - Operators need to operate with extreme caution during icy conditions while operating around bridges, overpasses, and tunnels.

4. **Heavy traffic**

    - Heavy traffic often involves rage and impatience. Not surprisingly, in this case minor accidents are frequent.
    - Signal your intention and avoid abrupt lane changes. As a defensive driver, you should remain calm and act consciously.

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Bus Operator Initial Training Program
ELDT Requirements
Extreme Driving Conditions

- The weather can be unpredictable and can create extremely hazardous conditions on the road. These extreme conditions make driving dangerous and require extra safety precautions. Always remember that Safety is the number one priority. Whether you operate on company time or during your commute, always practice defensive driving techniques.

R1067_FOIA_20250813

ELDT Requirements - Chaining Tires

Bus Operator Initial Training Program
ELDT Requirements
Chaining Tires

Although, a CTA Bus Operator will not need to chain their tires while performing their duties at CTA, your CDL Class B requirements include chain tires knowledge.

You chain your Commercial Motor Vehicle (CMV) tires during extreme weather conditions to increase traction of your CMV.

Tire chains are devices that provide maximum tractions when driving through snow or over ice. Although big rig tires provide a lot of tractions on their own, they can easily slide out of control on slippery road surfaces. Tire chains give you better control and can also improve your CMV's braking ability in snow or ice.

Considering how important it is that truck drivers do not lose control of their vehicles while driving on slippery roads, states have mandatory chain laws that require truckers to use chains at different times of the year. The times to use chains can vary from state to state, but you will see signs on the interstate informing you when it's time to pull over and chain up.

Putting on tire chains can be a difficult task for CMV drivers, especially the first couple of times. So, if you are operating a CMV which will require tire chaining, do not wait until you are facing with snowy or icy road conditions to try chaining a tire. Make sure to practice and get comfortable performing chain tires before you face with those extreme conditions which require it.

The following are a few tips to remember as it relates to chaining tires:

- Make sure to lay the chains down with the open ends of the cross links facing the tarmac.
- When fitting the bungees, make sure the hooks are facing outwards.
- Hook the inside of the chains before tightening them from the outside.

Refer to https://www.smart-trucking.com/chaining-up-a-big-rig/ for a step-by-step

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ELDT Requirements - Skid Control / Recovery

Bus Operator Initial Training Program
ELDT Requirements
Skid Control/Recovery

When facing slippery street conditions, the bus might skid. It is important for a Bus Operator to know how to control and recover from a skid. It is important to maintain control of the bus and stop in the shortest possible distance while operating over a slippery surface.

A skid can happen whenever the tires lose their grip on the road. This is caused by one of four ways:

- Over-braking - Braking too hard and locking up the wheels.
- Over-steering - Turning the wheels more sharply than the vehicle can turn.
- Over-acceleration - Supplying too much power to the drive wheels, causing them to spin.
- Operating too fast - Most serious skids result from operating too fast for road conditions.

By far the most common skid is one in which the rear wheels lose traction through excessive braking or acceleration. Skids caused by acceleration usually happen in slippery conditions.

Skids can easily be corrected by:

- Taking your foot off the accelerator, cover the brake.
- Steering in the direction you want the front wheels to go. For example, if your rear wheels are sliding left, steer left. If they're sliding right, steer right.

If your rear wheels start sliding the other way as you recover, ease the steering wheel toward that side. You might have to steer left and right a few times to get your vehicle completely under control.

Do not pump the brakes. Apply steady pressure to the brakes. You will feel the brake vibrate — this is the anti-lock brake system in action.

If the drive wheel begins to skid:

- Release the accelerator pedal immediately, cover the brake.

As the wheels skid sideways, they will slow the vehicle and traction will return. As it does, steer in the direction you want the bus to go.

When a drive wheel skid occurs, the only way to stop the bus from skidding is to let it slow down.

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ELDT Requirements - Night Operations

Bus Operator Initial Training Program
ELDT Requirements
Night Operations

There are greater risks when you drive at night. You cannot see hazards as you would in daylight, so you have less time to respond. The problems of night driving involve a combination of driver, roadway, and vehicle factors.

Driver Factors

- **Vision:** People cannot see as sharply at night or in dim light.
- **Glare:** Operators can be blinded for a short time by bright light. It takes time to recover from this blindness. It can take several seconds to recover from glare. Even 2 seconds of glare blindness can be dangerous. A vehicle going 55 mph will travel more than half the distance of a football field during that time. Avoid looking directly at bright lights when operating.
- **Fatigue and Lack of Alertness:** Fatigue (being tired) and lack of alertness can compromise the safe operation of the bus. The body's need for sleep is beyond a person's control. Most people are less alert at night, especially after midnight. Operators may not see hazards as soon, which will increase the risk of being involved in accident. Make sure you are rested and alert before you start your shift. Even a nap can ensure your safety and the safety of others. You are in a very dangerous situation when you are fatigue.

Roadway Factors

- **Lighting:** There is usually enough light to see well, in the daytime. This is not true at night. Some areas may have bright streetlights, but many areas will have poor lighting. On most roads you will probably have to depend entirely on your headlights.
- Less light means you will not be able to see hazards as well as in daytime. Other drivers who do not have lights are hard to see. There are many accidents at night involving pedestrians, joggers, bicyclists, and animals.
- Even when there are lights, the road scene can be confusing. Traffic signals and hazards can be hard to see against a background of signs, shop windows and other lights.
- **Drunk Drivers:** Drivers under the influence are a hazard to themselves and to you. Watch for drivers who have trouble staying in their lane or maintaining speed, stop without reason.

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Bus Operator Initial Training Program
ELDT Requirements
Night Operations

Vehicle Factors

- **Headlights:** At night your headlights will usually be the main source of light for you to see and for others to see you. You cannot see nearly as far with your headlights as you can see in the daytime.
- Night driving can be more dangerous if you have problems with your headlights. Dirty headlights may give only half the light needed. This cuts down your ability to see and makes it more difficult for others to see you. Make sure your lights are clean and in working condition. Headlights can be out of alignment. If they do not point in the right direction, they will not give you a good line of sight and can blind other drivers. Make sure the headlights are adjusted properly.
- **Turn Signals and Brake Lights:** At night your turn signals and brake lights are important for telling other drivers what you intend to do. Make sure you have clean, working turn signals and stop lights.
- **Windshields and Mirrors:** It is important to always have a clean windshield and clean mirrors. Dirt on your windshield or mirrors create an obstruction to your view.

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ELDT Requirements - Hours-of-Service Regulations

SUMMARY OF HOURS-OF-SERVICE REGULATIONS

This process is a federal regulation known as Hours of Service (HOS) Regulations.

All carriers and drivers operating commercial motor vehicles (CMVs) must comply with HOS regulations found in 49 CFR 395.

The Federal Motor Carrier Safety Administration (FMCSA) regulates the number of hours commercial drivers may drive and work per day and week. These rules also encompass other restrictions, such as taking mandatory rest breaks.

The Federal Motor Carrier Safety Administration (FMCSA) and the Department of Transportation (DOT) refer to these rules as the Hours-of-Service rules. The idea is to regulate the number of hours drivers drive to minimize drowsiness and driver fatigue.

All commercial drivers are required to know and abide by the DOT HOS rules that apply to them in order to stay compliant. Many drivers are also required to record their Hours of Service with an ELD.

The table summarizes the HOS regulations for property-carrying and passenger carrying drivers.

HOURS OF SERVICE REGULATIONS

PROPERTY-CARRYING DRIVERS	PASSENGER-CARRYING DRIVERS
11-Hour Driving Limit May drive a maximum of 11 hours after 10 consecutive hours off duty.	**10-Hour Driving Limit** May drive a maximum of 10 hours after 8 consecutive hours off duty.
14-Hour Limit May not drive beyond the 14th consecutive hour after coming on duty, following 10 consecutive hours off duty. Off-duty time does not extend the 14-hour period.	**14-Hour Limit** IMay not drive beyond the 14th consecutive hour lafter coming on duty, following 10 consecutive hours off duty. Off-duty time does not extend the 14-hour period.
30-Minute Driving Break Drivers must take a 30-minute break when they have driven for a period of 8 cumulative hours without at least a 30-minute interruption. The break may be satisfied by any non-driving period of 30 consecutive minutes (i.e., on-duty not driving, off-duty, sleeper berth, or any combination of these taken consecutively).	
60/70-Hour Limit	**60/70-Hour Limit**

May not drive after 60/70 hours on duty in 7/8 consecutive days. A driver may restart a 7/8 consecutive day period after taking 34 or more consecutive hours off duty.	May not drive after 60/70 hours on duty in 7/8 consecutive days.
Sleeper Berth Provision Drivers may split their required 10-hour off-duty period, as long as one off-duty period (whether in or out of the sleeper berth) is at least 2 hours long and the other involves at least 7 consecutive hours spent in the sleeper berth. All sleeper berth pairings MUST add up to at least 10 hours. When used together, neither time period counts against the maximum 14- hour driving window.	**Sleeper Berth Provision** Drivers using a sleeper berth must take at least 8 hours in the sleeper berth and may split the sleeper berth time into two periods provided neither is less than 2 hours. All sleeper berth pairings MUST add up to at least 8 hours.
Adverse Driving Conditions Drivers are allowed to extend the 11-hour maximum driving limit and 14-hour driving window by up to 2 hours when adverse driving conditions are encountered.	**Adverse Driving Conditions** Drivers are allowed to extend the 10-hour maximum driving time and 15-hour on-duty limit by up to 2 hours when adverse driving conditions are encountered.
Short-Haul Exception A driver is exempt from the requirements of §395.8 and §395.11 if: the driver operates within a 150 air-mile radius of the normal work reporting location, and the driver does not exceed a maximum duty period of 14 hours. Drivers using the short-haul exception in §395.1(e)(1) must report and return to the normal work reporting location within 14 consecutive hours and stay within a 150 air-mile radius of the work reporting location.	**Short-Haul Exception** A driver is exempt from the requirements of §395.8 and §395.11 if: the driver operates within a 150 air-mile radius of the normal work reporting location, and the driver does not exceed a maximum duty period of 14 hours. Drivers using the short-haul exception in §395.1(e)(1) must report and return to the normal work reporting location within 14 consecutive hours and stay within a 150 air-mile radius of the work reporting location.
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ELDT Requirements - Trip Planning

Bus Operator Initial Training
ELDT Requirements
Hours of Operations

Trip Planning

To ensure safe and efficient operation, Bus Operator must always plan their trip.

Explain to trainees that planning your day as a CTA Bus Operator include the following activities:

- Making sure to check for your run at the Clerk window before your schedule check-in time.
- Reviewing you run paddles for:

  - ✓ The route (s) you will be working.
  - ✓ And whether you are pulling out or making a relief.
  - ✓ Checking if there are any reroutes on the route (s) that you will be working.
  - ✓ Making sure to report to pullout or your relief point on time.

If you are operating other CMVs, plan for the following:

- The safest route.
- Rest stops.
- Heavy traffic areas.
- Railroad-highway grade crossing safe clearance and ground clearance.
- Federal and state requirements on the need for permits and vehicle size and weigh limitations.
- Correct identification of restricted routes.
- The most fuel-efficient routes.

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ELDT Requirements - Passenger Management

Bus Operator Initial Training Program
ELDT Requirements
Passenger Management

Safety is CTA's number one priority. As a Bus Operator, the safety of the CTA customers is your responsibility.

Always remember:

- To follow proper procedures while boarding and alighting customers to ensure their safety.
- To maximize customers, the public and your safety, you must start and stop the bus smoothly safely and accelerate and decelerate gradually. (Refer to SOP 7007 Starting and Stopping).
- Buses designed to allow standing must have a 2-inch line on the floor or some other means of showing riders where they cannot stand. This is called the standee line. All standing customers must stay behind it.
- Although CTA is exempt from the standee line rule but if you are operating another CMV for which the rule applies, no customer may stand forward of the rear of the driver's seat.
- During pre-trip inspection, make sure all stanchions on the bus are secured to ensure the safety of standing and walking customers.
- Rule B2.6 Prohibited Activities
  - Employees must use tact in the enforcement of these regulations and should call CCO for police assistance if required. By city ordinance, the following activities are prohibited on all CTA vehicles and property:
    - B2.6.1 Smoking or spitting.
    - B2.6.2 Eating and drinking.
    - B2.6.3 Playing sound-emitting devices on buses.
    - B2.6.4 Harassment and disorderly conduct.
- Rule B2.7 Ejectments
  - When a situation occurs that requires a customer to be removed from the bus or other CTA property or to be arrested, employees must call the controller for police assistance.

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ELDT Requirements - Fueling

Bus Operator Initial Training Program
ELDT Requirements
Fueling

Although it is not the CTA Bus Operator's responsibility to refuel the bus but there are some safety procedures for fueling a CMV that you should be aware of, as an ELDT requirement, in case you are operating another CMV.

- Avoid fueling your CMV with customers on board unless necessary.
- Never refuel in a closed building with customers on board.
- Turn off your engine before fueling a CMV containing hazardous materials.
- Someone must always be at the nozzle controlling fuel flow while the
- vehicle is being fueled.

Remember improper fueling may cause fire.

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ELDT Requirements - Penalties and Fines

Bus Operator Initial Training
ELDT Requirements
Penalties and Fines

Besides CTA's Corrective Actions Guidelines, as a CDL holder, you are required to abide by traffic laws as prescribed by the State of Illinois.

A driver's failure to abide by traffic laws or any of the CMV-specific rules can result in fines and license revocation. While the federal government has its own list of offenses—called "serious" and "major" violations—that can lead to CDL penalties, many states have expanded lists and increased penalties for CDL violations. Most violations if committed in a personal vehicle won't affect CDL privileges. However, there are a few exceptions such as driving under the influence (DUI).

In many instances, a driver whose license has been revoked can obtain a hardship license to drive to and from places like work and school. But commercial drivers aren't eligible for hardship licenses. So, for commercial drivers, the loss of driving privileges means the loss of their employments and/or businesses.

Serious Traffic Violations

The commission of multiple "serious traffic violations" within three years will result in license revocation. Federal rules define serious traffic violations to include speeding 15 miles per hour or more over the limit, driving without a CDL in possession, reckless driving, erratic lane changes, following too closely, and any CMV violation involving a fatality.

Many states also add their own serious traffic violations, which often include texting or using a cellphone while driving a CMV and possessing alcohol in a commercial vehicle.

Having two serious traffic violations within three years results in a minimum 60-day revocation and having three or more serious violations in three years results in a minimum 120-day revocation.

Out-of-Service Orders

An out-of-service order (OSO) is a temporary order prohibiting CMV operation. It is often issued by a police officer to prevent operation when the CMV or driver is unsafe for operation. Driving during an OSO will result in a license revocation of 180 days to three years depending on how many prior OSO violations the driver has within the last ten years.

Railroad Crossings Violations

CMVs also have special rules for crossing railroad tracks. Failure to leave enough clearance, to properly stop, or abide by railroad signals can result in a 60-day to one-year license revocation depending on the number of prior railroad violations the driver has within the past three-year period.

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Bus Operator Initial Training
ELDT Requirements
Penalties and Fines

Human Trafficking and Transporting Drugs

Using a CMV to traffic humans or to transport controlled substances will result in a permanent lifetime disqualification.

Source: DrivingLaws:

https://www.drivinglaws.org/resources/traffic-tickets/commercial-license/illinois-commercial-drivers-

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ELDT Requirements - En-Route Inspections

Bus Operator Initial Training
ELDT Requirements
En-Route Inspections

En-Route Inspection

As part of the ELDT requirements, it is important that Bus Operators conduct en-route inspections while operating the bus.

Instruct trainees to check vehicle operation regularly. You should check:

- Air pressure gauge
- Temperature gauge
- Mirrors
- Tires
- Cargo (If you happen to drive a vehicle transporting cargos)

When you reach the terminal, you must follow the Routine at Terminals as listed in Bus System Rule B4.18 on Page 16.

- Berth the bus in one lane, far enough forward to allow other buses to park or pass.
- Set the parking brake and place the shift selector in neutral.
- Shut off the engine on layovers of more than 5 minutes, except in extremely cold or hot weather. (Idling – see ordinance)
- Check that destination and route signs are correct.
- Look through the bus and pick up lost articles.
- Remove snow, ice, and mud from steps.
- Inspect tires.
- Make the bus available for customer occupancy by pulling it up to the loading point as soon as possible.
- Update the farebox log when changing routes.
- Use issued gloves and bags to pick up loose paper and other debris during the required end of the line check.
- Do not throw trash in the street.

Adhere to all current Standard Operating Procedures.

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ELDT Requirements - Idling

Bus Operator Initial Training
ELDT Requirements
Idling

The Chicago City Council passed an anti-idling ordinance applicable to diesel vehicle. Section 9-80-095 of the City's Traffic Code limits standing (idling) of on-road diesel-powered vehicles within the City's borders to a total of three (3) minutes within a sixty-minute period.

This strict idling limit not only improves air quality but also results in fuel conservation.

The idling law can be enforced by Department of Public Health (CPDH) inspectors, traffic control aides, parking enforcement aides, and police officers.

The penalty for violating the excessive standing code is $250 per violation.

The goal of the ordinance is to reduce unnecessary idling; thus, there are certain exemptions from the three (3) minute limit. A complete list of exemptions can be found in the ordinance and include:

- Authorized emergency vehicles.
- Vehicles standing in traffic.
- Vehicles running when the outdoor air temperature is below 32 degrees or above 80 degrees Fahrenheit, for the operator's or passengers' safety.
- Vehicles standing with the engine running to operate auxiliary equipment.

Source: City of Chicago:
https://www.chicago.gov/city/en/depts/cdot/supp_info/doing_our_share_forcleanerairidlingreduction.html#:~:text=Illinois%20State%20statute%20625%20ILCS,meet%20federal%20air%20quality%20standards.

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ELDT Requirements - Weigh Stations

Bus Operator Initial Training
ELDT Requirements
Weigh Station

Most states have requirements that any truck that weighs 10,000 pounds or more must stop at any, and all, weigh stations. For some states this weight can be higher, but the rule is the same - all commercial trucks should stop at every weigh station when they are open.

A weigh station acts as a checkpoint for weight restriction and safety inspections. That means that the two things that a weigh station checks for is the gross (total) weight of the truck and a safety inspection of both the truck and the trailer. DOT can perform a visual inspection, which can be different levels ranging anywhere from level one (the most thorough) to level six (the most basic).

Weigh stations mainly check compliance with fuel tax laws, weight restrictions, equipment safety, and compliance with hours of service, which limits how long a driver can operate a vehicle without taking a break.

The biggest reason a truck must weigh in on the highway is for safety. The Department of Transportation (DOT) weigh stations make sure that trucks driving on the roads are not too heavy, which could potentially cause damage. Certain roads, bridges, and overpasses might have a weight limit to them, and a heavy vehicle would cause structural damage to the road.

Safety checks are performed not just to avoid damage to the road, but also to protect the safety of the people on the road.

If a truck is overweight at a DOT weigh station, there are a variety of consequences the driver will face. They include but not limited to:

- Delay of Service
- Fines: from a few hundred dollars to up $10,000 per offense
- Jail: In some state, driving with an overweight truck earn the driver a direct trip to jail with a sentence up to two months.

As a CTA Bus Operator, you will not have to worry about weigh stations while operating the bus. However, if you choose to drive another CMV, check with the motor carrier you are operating for to find out if you are required to stop at weigh station and the proper procedures to ensure the CMV you are operating is not overweight.

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Bus Operator Initial Training
ELDT Requirements
Weigh Station

Source: CDL.com
https://www.cdl.com/trucking-resources/new-truck-drivers/dot-vehicleweigh-stations-guide

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ELDT Requirements - Post Trip Inspections

Bus Operator Initial Training
ELDT Requirements
Post-Trip Inspections

While pulling in from the training course, review the post-trip inspection procedures with trainees as listed on the Bus System Rule Book. **Refer** to **Page 22** of their **Bus System Rule Books** and review **rule B6.3.**

Operators must discharge all customers prior to arrival at the vault island.

All buses entering the garage must be vaulted when box pullers are on duty.

When a bus is brought into a garage or storage lot, employees must park according to the instructions of maintenance personnel.

Before leaving the bus, employees must:

- Place the shift selector in the neutral position.
- Set the parking brake.
- Shut off the engine.
- Turn off all switches.
- Close all windows and doors.
- Log off the CleverCAD and Farebox.

The bus numbers and condition of all buses operated must be recorded on the Bus Operator's Daily Report. Any defect, however small, must be noted in the appropriate manner.

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ELDT Requirements - Shifting/Transmissions

Bus Operator Initial Training
ELDT Requirements
Shifting / Transmissions

CTA's fleet only have automatic transmission buses. However, with a Class B CDL with the "P" Endorsement, you are qualified to operate Commercial Motor Vehicles (CMV) with manual transmissions.

If you would prefer not to operate a CMV with manual transmission, you have the opportunity to add a restriction to your CDL to only operator automatic transmission. You can always lift the restriction by taking training on manual transmission CMV operations.

Below is some information that you need to remember if you choose to operator a CMV with manual transmissions.

Shifting Gears
Correct shifting of gears is important. If you cannot get your vehicle into the right gear while driving, you will have less control.

MANUAL TRANSMISSIONS

Basic Method for Shifting Up.

Most heavy vehicles with manual transmissions require double clutching to change gears. Below is the basic method:

- Release accelerator, push in clutch and shift to neutral at the same time.
- Release clutch.
- Let the engine and gears slow down to the rpm required for the next gear (this takes practice).
- Push in clutch and shift to the higher gear at the same time.
- Release clutch and press accelerator at the same time.
- Shifting gears using double clutching requires practice. If you remain too long in neutral, you may have difficulty putting the vehicle into the next gear. If so, do not try to force it. Return to neutral, release clutch, increase engine speed to match road speed and try again.

Knowing When to Shift Up.

There are two ways of knowing when to shift:

- Use Engine Speed (rpm). Study the driver's manual for your vehicle and learn the operating rpm range. Watch your tachometer and shift up when your engine reaches the top of the range. (Some newer vehicles use "progressive" shifting: the rpm at which you shift becomes higher as you move up in the gears. Find out what's right for the vehicle you will operate.)

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Bus Operator Initial Training
ELDT Requirements
Shifting / Transmissions

- Use Road Speed (mph). Learn what speeds each gear is good for. Then, by using the speedometer, you will know when to shift up.
- With either method, you may learn to use engine sounds to know when to shift.

Basic Procedures for Shifting Down.

Below is the basic procedure:

- Release accelerator, push in clutch, and shift to neutral at the same time.
- Release clutch.
- Press accelerator, increase engine, and gear speed to the rpm required in the lower gear.
- Push in clutch and shift to lower gear at the same time.
- Release clutch and press accelerator at the same time.
- Downshifting, like upshifting, requires knowing when to shift. Use either the tachometer or the speedometer and downshift at the right rpm or road speed.

Special conditions where you should downshift are:

- Before Starting Down a Hill. Slow down and shift down to a speed that you can control without using the brakes hard. Otherwise, the brakes can overheat and lose their braking power. Downshift before starting down the hill. Make sure you are in a low enough gear, usually lower than the gear required to climb the same hill.
- Before Entering a Curve. Slow down to a safe speed and downshift to the right gear before entering the curve.
- This lets you use some power through the curve to help the vehicle be more stable while turning. It also allows.
- you to speed up as soon as you are out of the curve.

Multi-speed Rear Axles and Auxiliary Transmissions

Multi-speed rear axles and auxiliary transmissions are used on many vehicles to provide extra gears. You usually control them by a selector knob or switch on the gearshift lever of the main transmission. There are many different shift patterns. Learn the right way to shift gears in the vehicle you will drive.

AUTOMATIC TRANSMISSIONS

Some vehicles have automatic transmissions. You can select a low range to get greater engine braking when going down grades. The lower ranges prevent the transmission from shifting up beyond the selected gear (unless the governor rpm is exceeded). It is important to use this braking effect when going down grades.

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Bus Operator Initial Training
ELDT Requirements
Shifting / Transmissions

Retarders

Some vehicles have “retarders,” which help slow a vehicle and reduce the need for using the brakes. They reduce brake wear and give you another way to slow down. There are four basic types of retarders (exhaust, engine, hydraulic and electric). All retarders can be turned on or off by the driver. On some vehicles the retarding power can be adjusted.

When turned “on,” retarders apply their braking power (to the drive wheels only) whenever you let up on the accelerator pedal all the way.

Because these devices can be noisy, be sure you know where their use is permitted.

Caution: When your drive wheels have poor traction, the retarder may cause them to skid. Therefore, you should turn the retarder off whenever the road is wet, icy or snow covered.

Source: Illinois CDL Study Guide.
https://www.ilsos.gov/publications/pdf_publications/dsd_cdl10.pdf

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DAY ONE

Bus Operator Training

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CTA Mission Statement

Training Resource Guide

Our Mission

We deliver quality, affordable transit services that link people, jobs, and communities.

Our Values

We will accomplish our mission with a diverse workforce that is:

Courteous	We will create a pleasant environment for ourselves and our customers.
Innovative	We will seek out and encourage employees who initiate change, improvement, learning and advancement of our goals.
Motivated	We will meet each task with spirit, enthusiasm and a sense of pride to be second to none.
Professional	We will provide transit service with the higheststandards of quality and safety for our customers and ourselves.
Reliable	We will be dependable for our customers and fellow employees, and will maintain the highest standards of trust.
Results-Oriented	We will focus on getting the job done and will derive personal satisfaction from the service we provide.

Our Commitments

We will accomplish our mission by:

- Setting clear goals, standards and priorities.
- Communicating openly with customers and employees.
- Helping all of our employees develop to their fullest potential through enhanced training and education.
- Being accountable to fellow employees and customers.
- Supporting employees so that they can serve customers.
- Engaging employees in decisions that affect them and their work and creating a stronger sense of ownership among our employees.

2

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Bus Garages Phone Numbers and AVAS Codes

Lighting the Path to Success

Bus Garages Phone Numbers and AVAS Codes

Garage Name	Address	Phone Number	AVAS Codes
74th Street Garage	1815 W. 74th street	773-918-7700	**6**
77th Street Garage	210 W. 79th Street	773-488-1002	**7**
103rd Street Garage	1702 E 103rd Street	773-978-8000	**1**
Chicago Ave Garage	642 N. Pulaski Road	773-638-3083	**5**
Forest Glen Ave Garage	5419 W. Armstrong Ave	847-588-9500	**F**
Kedzie Ave Garage	358 S. Kedzie Ave	773-638-5074	**K**
North Park Garage	3112 W. Foster Street	773-588-6005	**P**
Chicago Avenue Training Center	642 N. Pulaski Road Second Floor	773-638-3362	

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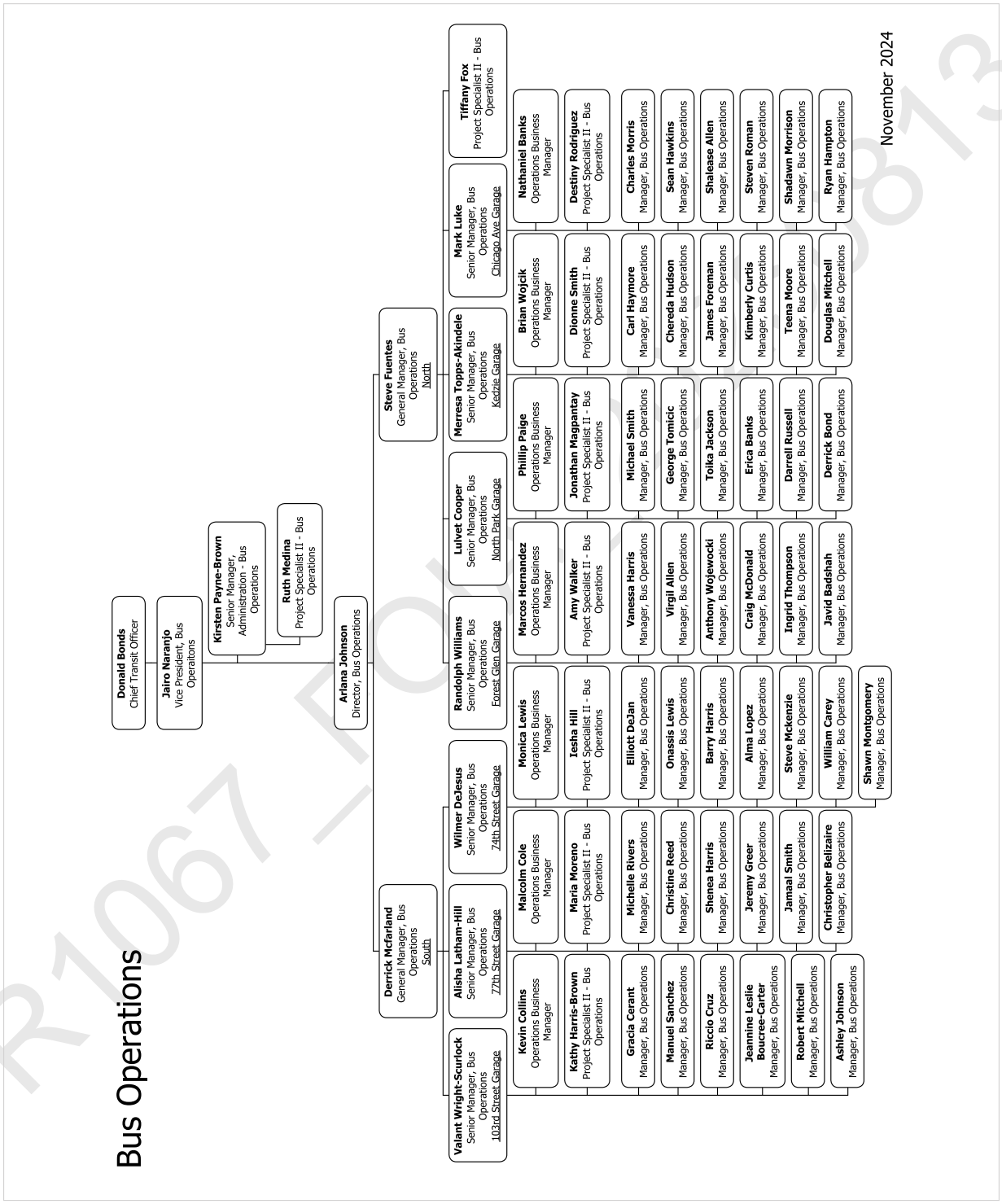
Bus Operations Organizational Chart



R1067_FOIA_20250813

Mary Poppins - Operator's Bag Activity

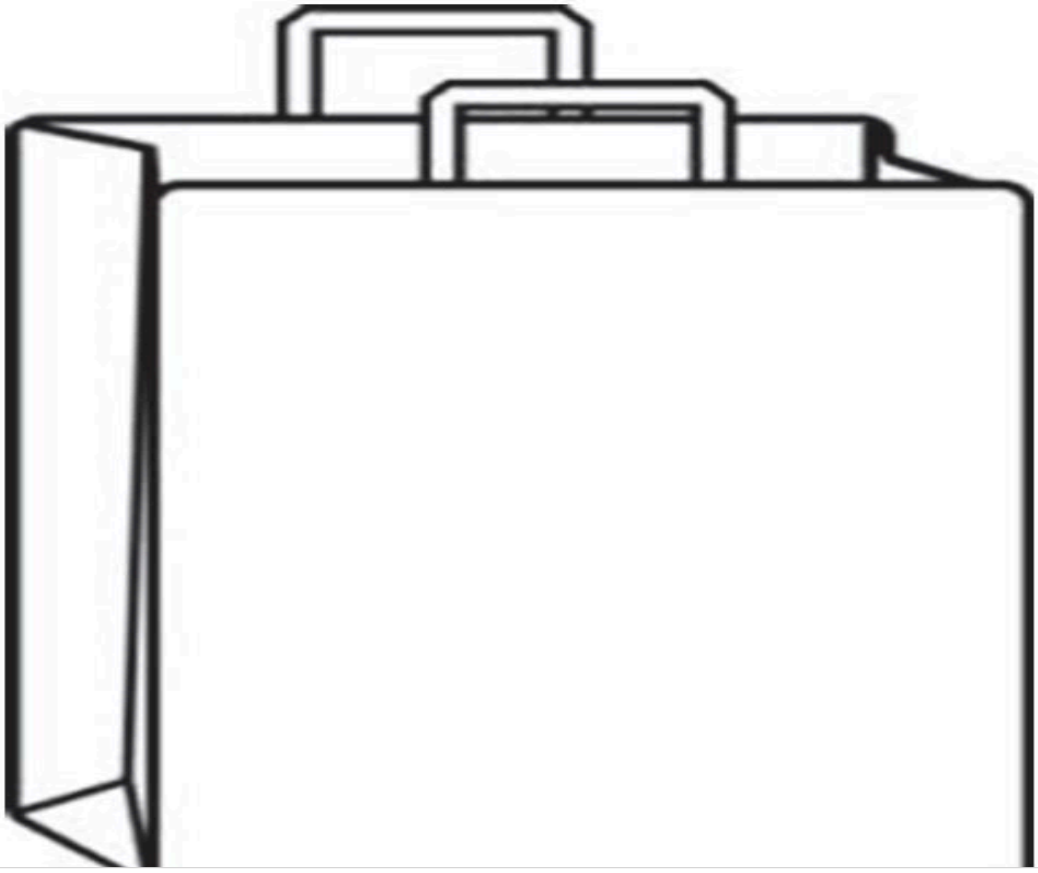
Lighting the Path to Success

Bus Operator Initial Training
Mary Poppins – Bus Operator Bag

Mary Poppins had a bag that was very small but contains an endless number and variety of items.
In the same way, each of you come to this training with a wide number and variety of personality traits, talents, skills, hobbies, likes, and characteristics that are unique to each one of you. Some of these characteristics might relate to your interest in becoming a Bus Operator, while others might just be an indication of the type of person that you are.

What's in your Mary Poppins/Bus Operator Bag? What are some of the personality traits, characteristics, likes, talents, skills, and hobbies that best describe you?

In your Mary Poppins bag shown below, draw a picture of two things in your bag that would allow others in this room to get to know you.



R' 20250813

Trainee's Expectations

Bus Operator Training Program
Trainee's Expectations

Attendance

- Trainees are responsible for attending all sessions as scheduled, including being on time and returning promptly from breaks.
- In the event a trainee is unable to attend due to an emergency, they are responsible for contacting the Manager, Bus Instruction by phone at 773-638-3357.
- Trainees unable to meet attendance requirements will be referred to Bus Instruction Management for further disposition.

Professionalism

- Trainees are required to demonstrate the highest standards of professional conduct including:
  - Upholding safety as CTA's foremost priority – being a steward of safe practices that ensure customer, employee, and personal safety at all times.
  - Maintaining a professional appearance inclusive of wearing the proper uniform that is neat, clean and in good condition. Trainees not in proper uniform will be referred back to Bus Instruction Management for further disposition.
  - Being attentive, participative, respectful, and positive.
    - Personal opinions concerning rules, procedures, policies, or leadership decisions are open for discussion within the classroom and can be helpful in learning and understanding. However, the program is not intended to be a forum for airing personal gripes, criticisms, or discontent.
    - Pride in profession and loyalty to the CTA are essential elements of a successful Bus Operator.
  - Committing to embrace the learning process by dedicating time to studying and knowledge retention, completing home studies and communicating any questions and/or challenges to Instructors.

Phase Requirements

The Bus Operator Initial Training program consists of three phases: classroom instruction, home garage instruction and line instruction / qualification. Each section below details the requirements for successfully completing each training phase and the overall training program.

Phase 1 and 2: Classroom and Home Garage Instruction

- Home studies are mandatory and will be checked for completion.
- Trainees must perform maneuvers and driving performance in a satisfactory manner.
- Trainees must earn a minimum score of at least **80 percent** on each of the following exam:
  - General Information/SOP exam
  - entry-level Driver Training (ELDT) CDL Class B exam
  - Entry-level Driver Training (ELDT) P-endorsement exam
  - and **70 percent** on the Fares exam.
- Should a trainee not achieve the minimum exam score standards, their performance will be assessed, and they will be provided with the opportunity for additional training and

R1057_KT_20250813

Bus Operator Training Program
Trainee's Expectations

meeting the program requirements, trainees will be referred back to Bus Instruction management for further disposition.

Phase 3: Line Instruction / Qualification

- Trainees must attend each day of their scheduled line instruction. Trainees are not permitted to change their established line instruction schedule.
- Each trainee must finish all line instruction tasks.
- Trainees must perform in a satisfactory manner to qualify as a Bus Operator.
- Should a trainee not meet the above line instruction / qualification requirements, they will be referred to Bus Instruction leadership for further disposition.

Integrity

- All training, and evaluation materials are confidential and contain proprietary information and intellectual property of Chicago Transit Authority (CTA). Reproduction or disclosure of these materials or any of the information contained herein, by any means, without the express prior written permission of the CTA is strictly prohibited.
- These materials are being made available to trainees, solely for the purposes of evaluating whether they are qualified to be certified in the technical area referenced in the title of the evaluation materials. Trainees will need to sign on those requirements to acknowledge and agree that they are expressly prohibited from disclosing, publishing, reproducing, or transmitting these materials, in whole or in part, by any form or by any means, verbal or written, electronic or mechanical, for any purpose, without the prior express written permission of CTA. Further, they will acknowledge and agree that their violation of this prohibition may cause immeasurable harm to the CTA and may result in score invalidation, discipline up to and including discharge, and liability and damages pursuant any other legal remedies available to CTA.

I have read and understand what is expected of me as a Bus Operator trainee and will maintain the highest standards of professional conduct as would be expected of a Bus Operator.

Bus Operator Trainee	Badge Number	Date

R1061-20250813

G05-19 Accelerated Discipline for Unauthorized Use or Possession of Electronic Devices, (Bus)

Chicago Transit Authority
Transit Operations

Rail	file		Bus	file	X
	post			post	X
	spl.			other	
G05-19					

Supersedes G54-09

General Bulletin

TO: All Bus Operations and Bus Maintenance Employees

SUBJECT: Accelerated Discipline for Unauthorized Use or Possession of Electronic Devices (Bus)

EFFECTIVE: **Immediately**

Across the country there has been an increase in serious and fatal vehicle accidents relating to a Operator's use of a cell phone or other personal electronic device while operating a vehicle.

The Chicago Transit Authority has adopted an accelerated discipline policy **on the unauthorized use or display of a personal electronic device (explained below) while operating a CTA vehicle.** A personal electronic device may only be in possession if it is turned off and not viewable by the public.

DEFINITIONS

Personal Electronic Device:
Any portable device used to communicate using cellular technology or view or listen to entertainment. Examples include, but are not limited to:

- cellular phone
- smartphone
- texting device
- smart watch
- wearable computer
- radio
- earplugs/earbuds
- wireless headset
- pager
- MP3 player
- iPod
- compact disc player
- DVD player
- portable television
- Bluetooth device
- ebook reader
- personal digital assistant (PDA)
- portable video game
- iPad/tablet
- speaker phone
- speaker

Use of a personal electronic device:
Reaching for, holding, or pressing any buttons on a device, or texting (manually entering text into or reading any text from a device)

Display of a personal electronic device:
The device is visible anywhere within the vehicle or work area or is visibly attached to the uniform

Possession of a personal electronic device:
The device is located anywhere on the employee's person or property (including but not limited to backpacks, pockets, purses and other belongings), given to another to hold, or anywhere within the vehicle or work area

R1067_FOIA_20250813

THE USE OR DISPLAY OF A PERSONAL ELECTRONIC DEVICE IS A SAFETY VIOLATION

The **unauthorized use and/or display** of a personal electronic device is a safety violation while:

(1) Operating a CTA revenue vehicle;
(2) Operating a non-revenue CTA vehicle;
(3) Operating CTA equipment; OR
(4) On duty in a CTA station, facility, garage bay, vehicle or while reporting for duty.

Violation of this rule is a safety violation that may result in accelerated discipline under CTA's Corrective Action Guidelines. The unauthorized use or display of a personal electronic device may result in discipline up to and including discharge.

NOTE: Bus Operators may use a cellular phone in the event of an incident to notify the Control Center if a Transit Control Head (TCH) transmission cannot be completed. The bus must be properly curbed and placed in neutral, and the parking brake must be engaged.

POSSESSION OF A PERSONAL ELECTRONIC DEVICE

Bus Operations and Bus Maintenance employees who possess a cell phone or other personal electronic device while on duty must have the phone or device **turned off**, not attached or affixed in any way to any part of the employee's uniform, clothes or person and located where it is not viewable by the public.

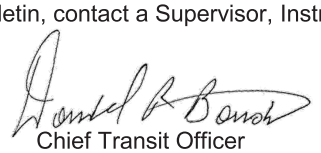
Using a cell phone or other personal electronic device is extremely dangerous as your eyes and mind are on the device and not focused on your duties and responsibilities.

The safety of our customers and employees is paramount.

All safety rules must be followed!

DISTRACTED EMPLOYEES ARE UNSAFE!

If you have any questions regarding the contents of this bulletin, contact a Supervisor, Instructor, Controller or Manager.



Chief Transit Officer

BW/bw
G05-19
06/24/19

R1067_FOIA_20250813

G18-19 Reminder of CTA Non-Smoking Policy

Chicago Transit Authority
Transit Operations

Rail	file	X	Bus	file	X
	post	X		post	X
	spl.			other	
G18-19					

Supersedes G13-10

General Bulletin

TO: All Concerned – Bus and Rail

SUBJECT: Reminder of CTA Non-smoking Policy

EFFECTIVE: **Immediately**

CTA employees must enforce the CTA non-smoking policy. As a reminder, CTA Ordinance #016-110 states that "smoking, including e-cigarettes," is a violation of our Customer Code of Conduct. CTA Ordinance #014-60 further defines that customers may not "smoke or carry a lighted cigarette, cigar, pipe, or any other lighted smoking equipment, or to smoke, operate or use an electronic cigarette, on property owned, operated or maintained by the CTA." Additionally, the Smoke-Free Illinois Act 95-0017 prohibits smoking indoors or within 15 feet of a building's entrance.

When a customer is observed smoking on CTA property or within 15 feet of any CTA building/property entrance, CTA employees must politely request that they extinguish their smoking material.

SOP 8004 *In-Service Communication: Train Public Address System* and SOP 8165 *In-Service Communication: Manual Bus Announcements* recommend the verbiage of, "Your attention please: CTA ordinance prohibits smoking or carrying a lighted cigarette, cigar, pipe or e-cigarette on any CTA bus or property. Please extinguish any smoking materials at this time. Thank you."

When a customer refuses to extinguish their smoking material, politely inform them that they are breaking the CTA Customer Code of Conduct and again request that they extinguish it. If they persist remind them of the Smoke-Free Illinois Act and that they are in violation of this law. Should the person continue to violate this policy after the previous warnings, notify Control Center Operations and follow instructions.

If you have any questions regarding the contents of this bulletin contact a Supervisor, Instructor, Controller or Manager.

Chief Transit Officer

BW/bw
G18-19
07/12/19

R10 - OUT - 20250813

G19-13 New Machine for Registering Ventra CTA ID Cards at Window Clerk Check-Ins

Chicago Transit Authority
Transit Operations

Rail	file		Bus	file	X
	post			post	X
	spl.			other	

G19-13
Supersedes G04-13
Reissued 12-28-15

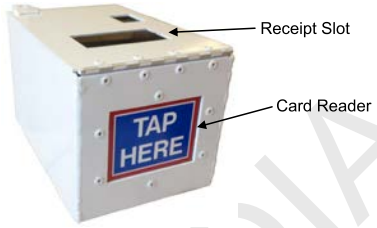
General Bulletin

TO: All Concerned, Bus

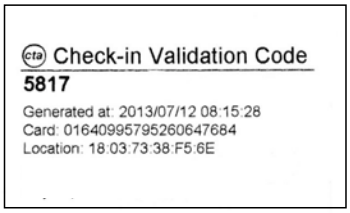
SUBJECT: **NEW MACHINE FOR REGISTERING VENTRA CTA ID CARDS AT WINDOW CLERK CHECK-IN**

EFFECTIVE: **SUNDAY, NOVEMBER 10, 2013**

All Bus Operations bargained-for employees (Operators, Bus Service Supervisors, Bus Instructors, Station Clerks, Janitors and non-exempt personnel) are required to register their CTA ID Card at the garage window clerk check-in prior to their scheduled report time. To enable employees to tap-in using their new Ventra-based Identification Cards, new tap-in machines have been installed at garage clerks' windows at all garages. They will be operative effective on the date above. These units will read employees' new Ventra IDs and print a receipt, as shown below.



Tap-In Box



Tap-In Receipt

The receipt contains the following information:

- A 4-digit validation code (for future use)
- The date and time the card was tapped to the reader
- The card number
- The location of the machine (coded)

Note: Employees should keep their receipts for verification purposes.

Employees are required to touch their new Ventra Identification Card to the front of the new tap-in machine *(to "tap in")* ***prior*** to checking in or starting their daily work shift. They are allowed to register their ID Card up to one hour before their scheduled report time.

SPECIAL TAP-IN CIRCUMSTANCES

Bus Service Supervisors

Supervisors who report directly to a CTA Bus or Rail Terminal (e.g. Jefferson Park, 95th Dan Ryan, Midway, Howard) are required to touch their new ID Cards to the Mobile Validator of one of the rail station turnstiles at these locations prior to the start of their work shifts.

Bus Service Supervisors who report directly to Navy Pier must touch their ID Cards to the Ventra Mobile Validator on the first bus that arrives in the terminal at the start of their work shift. They should record the bus, run and farebox numbers and enter them into SIMS (*Supervisory Information Management System*).

Bus Service Management personnel assigned to the Bus Maintenance Training Center at 89th & Greenwood (1120 E. 89th Street) must tap in at the new machine installed at that location.

Defective ID Card

If an employee's Identification Card will not register on the machine at the clerk's window, the employee must inform the clerk.

R1067-FOIA-20250813

- The clerk must instruct the employee to report to the Transportation Manager (or designee).

- The Transportation Manager will test the ID card on another machine to verify that the card is defective. If the card is defective,

  - The Transportation Manager must record the date, the employee's name, badge number and the defective card's number on the CTA IDs Not Working Log.
  - The employee must go to the CTA's Employee ID Services area of the Human Resources department on the third floor of CTA headquarters, 567 W. Lake St., for repair or replacement of the card, if needed.
  - The employee must return within seven (7) calendar days with a valid Identification Card.
  - Using the tap-in machine, the Transportation Manager must visually confirm that the repaired/replacement Identification Card is working correctly.

Employees who fail to obtain and present a valid ID Card within seven days will receive accelerated discipline.

Late Tap In

- The clerk must visually check when the employee reports for his/her daily assignment.

- If an employee taps in late, the clerk must complete a Clerk Referral Form (form *cta 3647*). The clerk must direct the employee to report to the Transportation Manager.

If the clerk fails to complete the Clerk Referral Form, he/she is subject to disciplinary action.

Tap In at Sign-Out Window

In the near future, tap-in boxes will also be installed at sign-out windows/booths. Further information is forthcoming.

Failure to Tap In

Failure to tap in will result in disciplinary action.

ADHERENCE

The above guidelines must be strictly adhered to and will be enforced by management personnel. Failure to comply with the information contained in this bulletin is serious and will result in disciplinary action in accordance with Chicago Transit Authority Corrective Action Guidelines.

All other rules and procedures pertaining to reporting for work remain unchanged and will be strictly enforced.

If you have any questions regarding the contents of this bulletin contact a supervisor, instructor, controller or manager.

Robert L. Smith
Chief Transit Operation Officer

CHK/ck
G19-13
11/09/13
Reissued 12-28-15

R1067_FOIA_20250813

G20-10 Wearing of Seat Belts (Lap Belts and Shoulder Straps)

Chicago Transit Authority
Transit Operations

Rail			Bus		
	file	X		file	X
	post	X		post	X
	spl.			other	
G20-10					

Supersedes G11-98

General Bulletin

TO: All Concerned

SUBJECT: Wearing of Safety Belts - (Lap Belts and Shoulder Straps)

EFFECTIVE: **IMMEDIATELY**

State law and CTA policy state that safety belts must be worn by all drivers and front-seat passengers when operating a motor vehicle. Properly worn, safety belts are an extremely important part of operator and passenger safety, and have been proven effective in reducing incidents of serious injury or death.

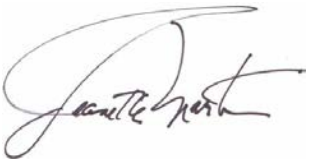
All CTA motor vehicles are equipped with safety belts. For additional safety, newer model buses and most vehicles have both a lap belt and shoulder strap. ***Bus Operators and employees must wear both the lap belt and shoulder strap (if equipped on vehicle) when operating a CTA or personal vehicle (on duty use of employees personal vehicle must be approved by GM), while on duty and/or on CTA property.***

Safety Belt Fitting

Proper adjustment of safety belts is extremely important. Operators should pull the lap belt across their lap far enough to push the latch plate into the buckle. Adjust the lap belt to a snug fit by pulling the belt firmly across your lap. The lap belt should be worn across the hip bones. It should never be positioned across the stomach or soft part of the abdomen. The shoulder strap should be as snug as possible and yet allow the driver to reach important controls. Adjust the shoulder strap so it is comfortable and does not cross the body at or near the neck or face. Wearing the shoulder strap tucked under the arm or behind the back is extremely dangerous, and is strictly prohibited.

Operators must unfasten the safety belt during the performance of duties that require leaving the driver's seat, i.e. adjusting mirrors, changing destination sign. Upon returning to the driver's seat, operator must refasten the lap seat belt and shoulder strap (if provided). Operators must be in full compliance of this policy at all times. Failure to adhere to this directive is a safety violation and may result in disciplinary action.

If you have any questions regarding the contents of this bulletin; contact a supervisor, instructor, controller or manager.



Chief Operating Officer,
Transit Operations

RJG/rg
(G3:G20-10)
03/16/10

R10CT_OIA_20250813

G36-04 Official Time for CTA Bus and Rail Operations

Chicago Transit Authority
Transit Operations

Rail	file	X	Bus	file	X
	post	x		post	X
	spl.			other	
G36-04					

Supersedes G16-99

General Bulletin

TO: All Concerned, Bus and Rail Operations

SUBJECT: Official Time for CTA Bus and Rail Operations

EFFECTIVE: **IMMEDIATELY**

The CTA is committed to providing on-time, clean, safe and friendly service to all of our customers. In conjunction with this mandate, the following methods will be used for keeping the official time for Bus and Rail Operations.

BUS OPERATIONS

To improve the quality of bus service and schedule adherence, the official time for Bus Operations will be synchronized with the Automated Voice Annunciator System (AVAS). AVAS relies on Global Positioning System (GPS) time. This official time is displayed on the Transit Control Head (TCH) and the Interior Information Sign (mounted above the windshield inside the bus). The Bus Emergency Communication System (BECS) sub-system installed on CTA buses also uses GPS time.

For those buses without AVAS, the time on the Mobile Data Terminal (MDT) will serve as the official time. The MDT uses the same GPS time as AVAS. Personal time devices must be synchronized to AVAS (or the MDT if the bus is not equipped with AVAS); however, AVAS (or the MDT) time will remain as the standard for the official time.

RAIL OPERATIONS

For Rail Operations, the “atomic clocks” that have been installed in all trainrooms will serve as the official time. The “atomic clock” is also synchronized through the Global Positioning Satellite (GPS) time and is accurate to within a second per day.

NOTE: **Employees who do not report to a garage or terminal can obtain the correct time by contacting the Control Center.**

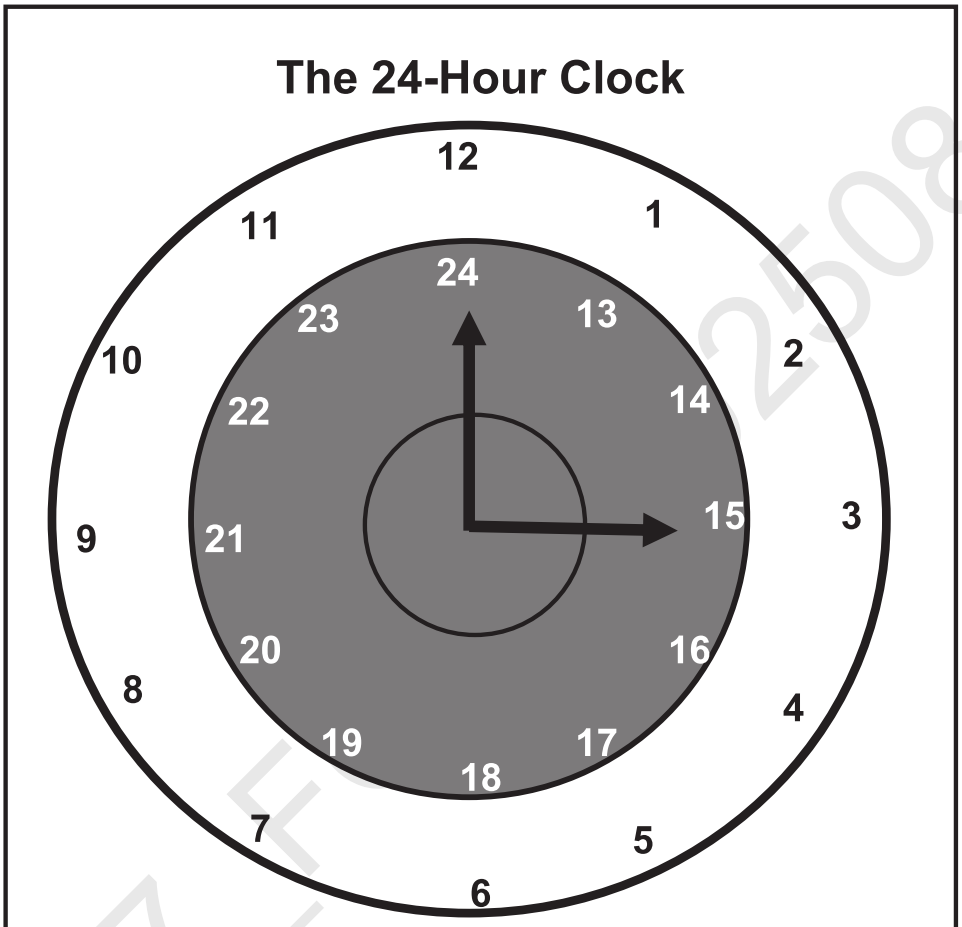
Should there be any questions regarding the contents of this bulletin; contact a supervisor, instructor, controller or manager.

Executive Vice President,
Transit Operations

RJG/rg
(G3:G36-04)
09/03/04

R10617 FOIA 20250813

Military Clock



CTA uses the 24-hour time system. 24-hour time uses four digits to give the time in hours and minutes and does not require the use of the letters AM or PM.

Examples: 2:00 AM becomes 0200
AM Hours 4:47½ AM becomes 0447½ hours

PM hours (after noon) add 12 to the designated hour.

Examples: 5:15 PM becomes 1715 hours
PM Hours 11:07$^{1/2}$ PM becomes 2307$^{1/2}$ hours

The last second of the day, midnight, is 2400 hours. The first second of the new day is 0001 hours. The first full minute of the new day, one minute past midnight, is 0001 hours

R1067_F_250813

G05-02 Employee Using CTA Services

Chicago Transit Authority
Transit Operations

Rail	file	X	Bus	file	X
	post	X		post	X
	spl.			other	
G05-02					

General Bulletin

TO: All Concerned, Bus and Rail

SUBJECT: Employees Using CTA Service

EFFECTIVE: **IMMEDIATELY**

All CTA employees share the responsibility for providing our customers with on-time, clean, safe and friendly transit service. Achieving this goal requires the cooperation and commitment of all employees within the Authority. All employees are encouraged to use our transit system. When doing so, employees must set the standard we expect our customers to follow. The following procedures/rules must be followed whenever an employee rides our transit system:

- *Employees must not occupy seats to the exclusion of customers.*
- *Priority seating is intended for seniors and customers with disabilities.*
- *Employees must not utilize or reconfigure unused motor cabs for their own personal use.*
- *Please move to the rear of the bus, moving to and exiting at the back expedites boarding/exiting and gets us all to our destination quicker. Extend courtesy by allowing customers to board and exit first.*
- *Report any person defacing any CTA property with graffiti.*
- *Be alert for suspicious persons, conditions or unattended packages (follow instructions in related security bulletins and SOP's).*
- *Pick up any trash and deposit in appropriate waste container.*
- *Offer assistance as needed to customers/operators (disabled customers, accidents, directions etc.).*
- *Display your CTA Employee Identification Card or Red, White & Blue "Thank You For Riding The CTA" Identification Card, visible to our customers.*
- *Touch your Employee Identification Card to the touchpad on the bus farecard machine or rail turnstile when riding our system (to properly record the ride).*

Operating employees must also adhere to the above rules and procedures. As per Standard Operating Procedure, bus operators must make announcements when conditions exist to remind customers to move to the rear of the bus, use the rear doors and that priority seating is intended for seniors and customers with disabilities.

Should there be any questions regarding the contents of this bulletin, contact a supervisor, instructor, controller or manager.

Executive Vice President,
Transit Operations

RJG/rg
(G3:G05-02)
02-21-02

R10C7_EOR_20250813

G60-09 Children Prohibited at Work

Chicago Transit Authority
Transit Operations

Rail	file	x	Bus	file	x
	post	x		post	x
	spl.			other	
G60-09					

General Bulletin

TO: All Concerned, Bus and Rail

SUBJECT: Children Prohibited at Work

EFFECTIVE: **IMMEDIATELY**

All CTA employees share the responsibility for providing our customers with on-time, clean, safe and friendly transit service. Operations employees, in particular, are trained to incorporate safety in all aspects of their job. With this goal in mind, ***employees are prohibited from having children with them while they are on duty.***

Non-compliance of this directive would be considered a violation of one or more of the following rules:

ATTENTION TO DUTY

Bus Rule Book B4.1
Rail Rule Book R8.1
Employees must devote full attention to the proper performance of their duties.

SAFE OPERATION OF BUSES/TRAINS

Bus Rule Book B4.6.1
Rail Rule Book R8.9.5
Operators must look ahead and be constantly alert for any condition which may cause injury or damage and be ready to bring their bus/train to a safe and smooth stop.

Bus Rule Book B4.6.4
Rail Rule Book R8.9.5
Operators must not engage in unnecessary conversation with customers or other employees.

Even the most well behaved child has the potential to become a distraction to an employee. For the safety of all involved, and the well being of our children first and foremost, this directive must be adhered to. Violation of this directive is subject to disciplinary action up to and including discharge as per the applicable Corrective Action Guidelines.

NOTE: Any exception (e.g. party, social function) to the above directive must first be approved by management.

If you have any questions regarding the contents of this bulletin; contact a supervisor, instructor, controller or manager.

Chief Operating Officer,
Transit Operations

RJG/rg
(G3:G60-09)
08/24/09

R1007_EDIA_20250813

G21-12 Lost and Found Articles

Chicago Transit Authority
Transit Operations

Rail	file	X	Bus	file	X
	post	X		post	X
	spl.			other	
G21-12					

Supersedes G17-12
Reissued 12-28-15

General Bulletin

TO: All Concerned, Bus and Rail

SUBJECT: Lost and Found Articles

EFFECTIVE: **AUGUST 8, 2012**

As we continue to improve our on-time, clean, safe and friendly service, we must not forget the obligation we have to our customers when they forget their personal belongings on our buses and trains. The procedures listed below must be followed whenever an article is found on a bus, train or on any CTA property.

- Employees must fill out a "Lost and Found Tag" (CTA form #3113) and attach it to all articles found on CTA property.

  NOTE: Information regarding contents or descriptions of articles found must be given only to Authority officials. Any person making inquiries regarding lost articles or claiming them must be referred to the garage/terminal clerk.

  EXCEPTION: *If the article can be positively associated with the person claiming to be its owner, the employee may return it to the customer.*

- The garage/terminal clerk is responsible for securing the lost article in a safe designated area (determined by the General Manager), and for making sure it has a "Lost and Found Tag". Each article turned in must be recorded in the garage/terminal *"Lost Article Book"* (CTA form #101.15, attached) and assigned a number. This number is entered in the book and on the "Lost and Found Tag".

  NOTE: ***Any cash contained within a found article must be properly documented and receipts must be generated whenever control of such cash is passed between employees and/or other persons at the garage or terminal locations (CTA form #101.14, attached). Be sure to enter the article number associated with the cash on the receipts for tracking purposes.***

ARTICLES BEARING IDENTIFICATION

The garage/terminal clerk must attempt to notify the owner as soon as possible, but no later than 24 hours after the item is logged into the *Lost Article Book.* Attempts to notify the owner can be made via phone or CTA Postcard (CTA form #158.00), and must include information as to when and where the customer can claim the lost article. All attempts to notify the owner must be logged into the *Lost Article Book.* A minimum of two phone attempts and one postcard mailing must be made before 15 Days have passed. If the owner claims his/her property, have him/her sign the *Lost Article Book* when the article is returned to him/her (and issue a receipt if cash is contained in the article, using CTA form #101.14).

R1067 FOIA 20250813

CHICAGO PUBLIC LIBRARY PROPERTY

Any property (cards, books, media, material, etc.) of the Chicago Public Library (CPL) system must be logged, tagged and secured as detailed above. ***As CPL lost and found articles accumulate,the garage/terminal General Manager (or his/her designee) must hand deliver the items to the closest Chicago Public Library.*** Note in the *Lost Article Book* which library the articles were taken to and the date.

After failed attempts to notify the owner, and 15 days have passed:

- the following articles should be returned to their issuing agency.

Drivers License	Social Security Cards
Medicare Cards	Identification Cards (schools, work etc.)
Passports	Badges, Shield or Stars
License Plates	Library Cards/Books (other than CPL)
Food Stamps	Any other identifiable Institution
Checks and Money Orders	

- all **credit/charge cards** should be destroyed.

- all **AFC Cards issued by the CTA or RTA** should be sent to the *Customer Service Department, 567 West Lake Street.*

  NOTE: AFC cards are the only items that should be sent to the Customer Service Department.

- all other articles must be ***disposed of*** (with the exception of the exempt articles listed below)***.***

ARTICLES NOT BEARING IDENTIFICATION

The garage/terminal clerk must enter the item(s) in the *Lost Article Book* and hold them in the designated lost and found area for 15 days. Inquiries about lost articles not yet located are entered on the *Lost and Found Inquiries* log (CTA form #3655).

If the article is not claimed after 15 days it must be ***disposed of*** (with the exception of the exempt articles listed below)***.***

EXEMPT ARTICLES:

- ***All unclaimed bicycles will be donated to a local Bike and Ride Program or a charitable organization within the garage/terminal location.***
- ***All unclaimed school books will be returned to their identified school, or donated to a School System near the garage/terminal location (if book cannot be identified).***
- ***Guns, knives and other lethal weapons must be immediately recorded and secured; then notify the Control Center and follow instructions.***
- ***Any unclaimed currency will be donated to the CTA Employee Welfare Fund.***
- ***Perishable articles must be disposed of immediately.***

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REMINDER:

It is the responsibility of the Vice Presidents of Bus and Rail Operations to ensure compliance with the above Lost and Found procedures at all Operations field locations through their respective General Managers.

If you have any questions regarding the contents of this bulletin; contact a supervisor, instructor, controller or manager.

Robert L. Smith
Chief Transit Operation Officer

CHK/ck
(G21-12)
08/08/12
Reissued 12-28-15

Attachments:
Form *cta 101.14*
Form *cta 101.15*

R1067_FOIA_20250813

Bus Operator Duties and Responsibilities

Bus Operator Training
Bus Operator Duties and Responsibilities

Bus Operator Duties

Report for work at or before scheduled reporting time

- Register CTA ID Card at the garage Window Clerk check-in at or prior to your schedule report time
- Obtain and review printed receipt for bus number information
- Obtain your running time for Bus Clerk and review for starting point (pullout or relief)
- Enter preliminary information on the Bus Operator's Daily Report (BODR)
- Review information board for any reroute pertaining to your designated route

Obtain bus

- Pull vehicle out from garage or relieve another Operator already on the street
- If pulling out from the garage:
  - Report to sign-out at least ten minutes before your scheduled pullout time
  - Perform pre-pullout systems check as listed on SOP 7008
  - Report any defect to sign-out personnel
- If making a relief:
  - Report to the relief point on time.
  - Perform a complete systems check at the first terminal after making the relief.
  - Report any defects to Control Center Operations vis the Transit Control Head (TCH) and record the defect on CTA form 4946 *Defective Bus* and CTA form 3545 *Bus Operator Daily Report.*
- Remove debris and inspect vehicle for lost articles

Enter into service

- Operate vehicle over designated route and verify/record fares
- Board or alight customers at designated stops
- Operate ramp to board and alight customers with disabilities and on request
- Inspect permits; ascertain appropriate fares
- If the AVAS system is not working:
  - Announce service stops along the route and provide correct information to customers as requested
  - Announce cross streets and intersecting transit stops
- Answer customer's questions regarding bus and train connections and most frequented places around the city.
- In the event of an accident/incident:

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Bus Operator Training
Bus Operator Duties and Responsibilities

  - Pass out and collect Courtesy Cards
- When service is disrupted:
  - Announce reroutes and/or alternate service
  - Operate according to schedule whenever possible
- Operate in a manner to reduce gaps in service and bus bunching usually at the direction of a supervisor

Turn in at the end of the work day

- Pull vehicle into garage or be relieved on the street
- Make final entries on the BODR
- Personally turn in the BODR to the clerk
- Turn in lost articles to the clerk
- Turn in Courtesy Cards as applicable

Bus Operator Responsibilities

Proper Operation of Bus

- Handle equipment properly to prevent damages
- Board or alight customers in a safe manner
- Adhere to schedule when possible
- Check that customers deposit correct fares

Communication

- Contact Control Center Operations regarding service issues

Reports

- Make full report of any incident or when unusual events occur
- Complete appropriate forms to report customer's farecard loss in equipment

System change

- Keep current on information and obey to all changes in rules and operating procedures
- Read bulletins and special orders daily

R1067_FOIA_20250813

Bus Operator Training
Bus Operator Duties and Responsibilities

Required Knowledge

- Company rules
- State and municipal traffic rules
- CTA routes, bus and train connections, places of interest throughout the city
- CTA Standard Operating Procedures pertaining to the Bus Operator's role
- How to accurately read schedule
- How to accurately perform simple addition and subtraction to calculate fares
- Fare structure, farecards, fare permit cards, and fares regulations
- Good communication skills

Working Conditions

- Work in all types of weather and under all street conditions
- Remain seated for long periods of time while operating the bus
- Use hands, arms, and feet simultaneously and rapidly

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Bus Operator Initial Training - General Information

Bus Operator Initial Training
General Information

Requesting to be off on a scheduled work day with permission of the Transportation Manager
If you wish to be off on a scheduled working day, place your name in the "day off" book in advance of the day you are requesting. Call the garage clerk after 1830 hrs. on the day prior to the day you want to be off to find out if your request has been approved by the Transportation Manager.

CTA Equipment
You are issued items of CTA equipment necessary in your daily operation. You must sign for this equipment and it must be returned when you leave CTA or transfer to another job. If any item is lost or not returned upon leaving, you must pay for the replacement of the item.

- Rule Book
- Facility Key
- Courtesy Card Kit

Badge/Identification Card
The replacement fee and/or discipline an employee faces when their identification card or badge is lost will determined by the Authority.
Badge/I.D.Card

1. $50.00
2. $100.00
3. $200.00
4. Determined by the Authority

System Pick
Every two years employees are permitted to pick the garage in which they prefer to work based on their bus system seniority.

Picking Runs
Periodically during the year changes are made in run schedules. When these changes occur, employees are given the opportunity to pick new runs. Runs are picked according to seniority. Your schedule won't change until the next pick of runs.

Extra Board
The Authority maintains a list of employees without regular assignments which is referred to as the "extra board". Since all scheduled runs are picked according to seniority, your name will be placed on the extra board at the garage where you are assigned until you have accrued sufficient seniority to pick a run. Even after you have sufficient seniority to pick a run, you may choose to pick the

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Bus Operator Initial Training
General Information

extra board. While you are on the extra board, you receive assignments on a daily basis. These would include:

- An assigned run
- A two hour show-up
- A regularly scheduled day off
- A box puller trick
- Other special work.

Reporting for Duty
You must report for duty in person and in proper uniform at the garage clerk's window at or before the scheduled check-in report time shown on the run paddle. NOTE: if assigned a show-up, you can be held at your garage for a maximum of two hours. If you have completed your show-up requirements and have not received any work assignments, you are excused and receive 3 hours pay for the day, provided no other work is assigned to you for the day, you are available for work and comply with all of the rules pertaining to show-ups. If another assignment is scheduled for the same day the part-timer will receive two (2) hours of pay for the show-up. this explanation defines "Beat the Show". Note that if you beat a show as a full time Operator, you will receive eight (8) hours of pay.

Bulletin Board
Before starting your work, you are required to examine the bulletin board in the garage training room. All special operating orders and bulletins must be checked and complied.

Calling your Garage under the Following Circumstances
Sickness: When reporting sick you must call at least one (1) hour prior to report time. For additional information see Administrative Procedure (AP) #1010. When you intend to resume work, you must sign out of the sick book in person by 1530 hrs. on the day prior to returning to duty.

Miss: If you know you will miss, you must call as soon as you know you will not be able to report on time. You must report to your garage in person as soon as possible.

Next Day's Assignment: If you are on the extra board, you must check the daily assignment sheet or call the clerk after 1830 hrs. for assignment of next day's work.

R10X_FOIA_20250813

Bus Operator Initial Training
General Information

Reporting Trouble
Keep the controller advised of any problems that occur that could affect normal service. For detailed information see SOP 7021 “Reporting Trouble”. If on a public phone you can call 1-800- 854-8848. On a CTA telephone dial extension 8047.

Reporting Equipment Used
You must make an entry in the “Condition of Bus” space on Bus Operator Daily Report (BODR) as to the condition of each bus operated during your run. You must also report any defect to the Control Center and garage personnel and complete a Defective Bus Card (CTA form 4946) when run is completed.

Requesting to Work on Scheduled Day off with Permission of the Transportation Manager
If you wish to work on your scheduled day off, place your name in the "work day off" book. You must call the garage clerk after 1830 hrs. and before 2000 hrs. on the day prior to the day you want to work to see if you were assigned a run. If you fail to call, the run will be assigned to someone else.

Voluntary Trade Agreement (VTA)
A Voluntary Trade Agreement (VTA) is a trade made between a full time Bus Operator who wishes to be off on their regular work day and a part time Bus Operator who wishes to work their scheduled day off. The full time Operator who is requesting a trade under this program will be required to identify the part time Operator who is willing to work their assignment. All requests must be submitted in writing the VTA form. Both Operators must sign the VTA form in the presence of a Manager. Trades may be requested up to thirty (30) days in advance of the requested trade date. Part time Operator participating in the VTA must call in for their assignment on the day prior to their scheduled trade. All VTA participants must still have eight (8) hours off between the end of one assignment and the start of the next assignment. Part Time Bus Operator are only allowed one (1) VTA per work week.

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COVID-19 Supplement

COVID-19

Training Program

Student Guide

Supplement

Rail Instruction

Created May 2020
Updated January 2025

R1067_FOIA_20250813

Infras			CAO		
	file	X		file	X
	post	X		post	X
	spl.			other	

Rail			Bus		
	file	X		file	X
	post	X		post	X
	spl.			other	
P25-22					

Chicago Transit Authority
Transit Operations / Administration / Infrastructure

Supersedes P09-22

Personnel Bulletin

TO: All Concerned – Transit Operations, Administration, Infrastructure and Contractors on CTA Property

SUBJECT: Masks Optional for Vaccinated Employees, Contractors and Visitors

EFFECTIVE: **Immediately**

Effective immediately, masks are optional for:

- All CTA employees who are fully vaccinated against COVID-19.
- Contractors and visitors on CTA property.

Employees who are not fully vaccinated and have a pending or approved accommodation request are still required to wear a face mask at all times while on CTA property.

Employees are still encouraged to wear masks, and they will continue to be widely available for CTA employees at all CTA facilities.

If you have any questions regarding the contents of this bulletin, contact a Supervisor, Instructor, Controller or Manager.

Chief Transit Officer | Chief Infrastructure Officer | Chief Administrative Officer

TG/tg
P25-22
04/25/22

R1067_FOIA_20250813

From the federal Occupational Safety and Health Administration:

Appendix D to Sec. 1910.134 (Mandatory) Information for Employees Using Respirators When Not Required Under the Standard

Respirators are an effective method of protection against designated hazards when properly selected and worn. Respirator use is encouraged, even when exposures are below the exposure limit, to provide an additional level of comfort and protection for workers. However, if a respirator is used improperly or not kept clean, the respirator itself can become a hazard to the worker. Sometimes, workers may wear respirators to avoid exposures to hazards, even if the amount of hazardous substance does not exceed the limits set by OSHA standards. If your employer provides respirators for your voluntary use, or if you provide your own respirator, you need to take certain precautions to be sure that the respirator itself does not present a hazard.

You should do the following:

1. Read and heed all instructions provided by the manufacturer on use, maintenance, cleaning and care, and warnings regarding the respirator's limitations.

2. Choose respirators certified for use to protect against the contaminant of concern. NIOSH, the National Institute for Occupational Safety and Health of the U.S. Department of Health and Human Services, certifies respirators. A label or statement of certification should appear on the respirator or respirator packaging. It will tell you what the respirator is designed for and how much it will protect you.

3. Do not wear your respirator into atmospheres containing contaminants for which your respirator is not designed to protect against. For example, a respirator designed to filter dust particles will not protect you against gases, vapors, or very small solid particles of fumes or smoke.

4. Keep track of your respirator so that you do not mistakenly use someone else's respirator.

[63 FR 1152, Jan. 8, 1998; 63 FR 20098, April 23, 1998]

R1067-23

R1C

Respiratory Virus Guidance Snapshot

CORE STRATEGIES

Core Prevention Strategies

Immunizations

Hygiene

Steps for Cleaner Air

Treatment

Stay Home and Prevent Spread*

ADDITIONAL STRATEGIES

Additional Prevention Strategies

Masks

Distancing

Tests

Layering prevention strategies can be especially helpful when:

- ✓ Respiratory viruses are causing a lot of illness in your community
- ✓ You or those around you have risk factors for severe illness
- ✓ You or those around you were recently exposed, are sick, or are recovering

349386-C

***Stay home and away from others until,**

and

Your symptoms are getting better

You are fever-free (without meds)

for 24 hrs

Then take added precaution for the next 5 days

CDC

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R1067_FOIA_20250813

P13-24 Uniform Requirements: Bus Operators

Chicago Transit Authority
Transit Operations

Rail			Bus		
	file			file	X
	post			post	X
	spl.			other	
P13-24					

Supersedes P02-22, P31-22, P26-08, P08-01

Personnel Bulletin

TO: All Concerned – Bus

SUBJECT: Uniform Requirements: Bus Operators

EFFECTIVE: **Immediately**

Correctly wearing required CTA uniforms contributes to a positive visual impression that CTA employees present to our customers and the public. Employees are required to wear appropriate apparel for their jobs and to be neat, clean, well-groomed and maintain appearance standards while on duty. Employees are responsible for the proper care and cleaning of the garments they wear while on duty and on CTA property.

VENDORS

Uniform items marked with a plus (+) may be purchased from any vendor, as long as the item meets CTA requirements. Other items must be purchased from the CTA-authorized uniform vendor.

Silk Screen Express Locations		
The Cop Shop Chicago, Inc. (Bridgeport) 1010 W. 35th Street Suite 630 Chicago, IL 60609 773-475-6056 (Press 1) Hours of Operation: Monday-Friday: 0900-1800	The Cop Shop Chicago, Inc. (Beverly) 11109 S. Western Avenue Chicago, IL 60643 773-475-6056 (Press 2) Hours of Operation: Monday-Thursday: 0900-1800 Friday: 0900-1630	The Cop Shop Chicago, Inc. (Near O'Hare) 6146-48 W. Higgins Avenue Chicago, IL 60630 773-475-6056 (Press 3) Hours of Operation: Monday-Friday: 0900-1630

All Locations Open on Alternating Saturdays: 1000 – 1400 hrs

Note: Call ahead to confirm Saturday hours.

SEASONAL UNIFORM ITEMS

An all-weather uniform may be worn year-round.

- Winter weather uniform items may be worn from October 15 through April 30.
- Summer uniform items may be worn from May 1 through October 14.

R1067_FOIA_20250813

UNIFORM DESCRIPTIONS

All-Weather Uniform

This uniform may be worn year-round.

Uniform Item	Description	Image
Trousers	Navy blue (75% polyester, 25% wool or 100% polyester or 96% polyester, 4% spandex) all-weather, or navy blue (75% polyester, 25% wool or 96% polyester, 4% spandex) cargo pants **NOTE:** Employees may purchase whichever trousers fit best, regardless of gender label on the vendor website.	 Men's Poly-Wool All-Weather Trouser Men's Cargo Pants Women's Poly-Wool All-Weather Trouser Women's Cargo Pants

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Jacket	Navy blue with shoulder epaulets; two flap-covered front pockets with hidden hand-warmer pockets; insulated lining (zip in/out); snap closure and silver CTA buttons on epaulets	 Jacket
Shirt	Blue; long-sleeve with shoulder epaulets; two-pocket front (65% polyester, 35% cotton)	 All-Weather Long-Sleeve Shirt
Tie	Blue tie with red and white stripes, choice of the following: • Four-in-hand style. • Cross-over tie for women. • Clip-on. **NOTE:** Women have the option to wear the cross-over tie or the four-in-hand or the clip-on tie.	 Four-in-Hand Cross-Over Tie for Women Clip-on

R1067_FOIA_2025-313

Baseball Cap	Authorized CTA baseball-style cap with CTA patch **NOTE**: When wearing the baseball cap, the visor must extend over the forehead parallel to the feet to shield the eyes, and the cap must sit squarely on the head. **NOTE**: The wearing of unauthorized hats is strictly prohibited.	 Cap
(+) Shoes	**Bus Operators can only wear boots as part of the winter weather uniform.** Approved shoes are available at the CTA-authorized uniform vendor. Shoe and sole must be black and non-slip.	 Classic Leather Academy Oxford Poromeric Academy Oxford
(+) Socks/Nylons	Black boot socks or moisture-wicking socks, or navy or black socks/nylons **NOTE**: Ankles must be covered.	*Photo not available; any socks/nylons meeting requirements may be purchased from any vendor.*
(+) Belt	A choice of black or dark blue **leather**. Canvas belts are prohibited.	 Leather Garrison Belt Boston Leather Belt

R1067_FOIA_2025-513

All-Weather: Optional Items

These items may be worn year-round.

Uniform Item	Description	Image
Sweater	Navy blue V-neck with long sleeves, (shoulder and elbow pads optional), either zipper or pullover style **May be worn as outer garment for summer uniform.**	 Sweater
Raincoat	Black; nylon, packable design (all other raincoats are prohibited.) **NOTE**: A high-visibility safety vest must be worn over the raincoat when CTA employees or contractors are on the right-of-way.	 Longer Raincoat with Hood Shorter Raincoat with Stripe

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Winter Weather: Optional Items

These items may be worn from October 15 through April 30.

Uniform Item	Description	Image
Parka	Navy blue with shoulder epaulets; two front flaps, covered pockets with hidden hand-warmer pockets; quilted lining; elastic back waist; zippered side vents from bottom of parka to elastic waist; silver CTA buttons, detachable fur-lined hood • All other outer parkas are prohibited. • The parka hood may be worn when the CTA employee is not operating a vehicle. • Parka may be worn in lieu of the jacket for uniform/work clothing inspections between October 15 and April 30.	 Parka
Vest	Navy blue nylon; quilted; sleeveless; V-neck with zipper closure • Vests should be worn as the middle layer between shirt and jacket.	 Vest
Polo Shirt	CTA logo blue long-sleeve (60% cotton, 40% polyester), three-button with tipped collar and cuffs	 Polo Shirt
Turtleneck	Navy blue long-sleeve, mock turtleneck collar contains embroidered CTA logo in white thread off-center to left; worn under all-weather shirt. When the turtleneck is worn under the all-weather long-sleeve shirt, the shirt collar must be open (no tie worn) and	 Turtleneck

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Uniform Item	Description	Image
Turtleneck	the sleeves must be buttoned. The turtleneck may NOT be worn with the summer uniform shirt. (A tie is never worn with a turtleneck.)	
Dickey	When the dickey is worn under the all-weather long-sleeve shirt, the shirt collar must be open (no tie worn) and the sleeves must be buttoned. The dickey may not be worn with the summer uniform shirt.	 Dickey
Watch Cap	Navy wool watch cap with CTA logo **NOTE:** CTA logo must face forward.	 Watch Cap
Hat	Navy blue, fur-lined hat with pull-down visor and earflaps with strap **NOTE:** CTA logo must face forward.	 Winter Hat
Scarf	Burgundy, soft acrylic with embroidered CTA monogram	 Scarf
(+) Boots	**Bus Operators can only wear boots as part of the winter weather uniform.** Approved boots are available at the	

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Uniform Item	Description	Image
(+) Boots	CTA-authorized uniform vendor. Other boots must meet the following requirements: • Black polished leather or similar material. • Standard Oxford or standard high-top. • Must have a defined inner heel that does not exceed 1 inch. • Boot sole cannot exceed 3/8 inch. • Must have non-slip soles. • Must be insulated and waterproof. • Must be fully fastened (e.g., laced, tied, zipped). **NOTE:** Steel-toe boots are prohibited. Reinforced-toe boots must be made from non-metallic composite materials.	Rocky Six-Inch Duty Boot Rocky Eight-Inch Duty Boot
(+) Overshoes	Black rubber, vinyl or insulated boots • Style may not impede normal footing or interfere with operating a vehicle safely. • Heel must not exceed 1 inch. • Sole must not exceed 3/8 inch. • To be worn only in inclement weather. • **Are prohibited while operating a bus (must be removed).**	*Photo not available; any overshoes meeting requirements may be purchased from any vendor.*

R1067 FOIA 2025-13

Summer Weather: Optional Items

These items may be worn from May 1 through October 14.

Uniform Item	Description	Image
Shirt	Blue, short-sleeve with shoulder epaulets; two-pocket front (65% Dacron polyester, 35% cotton)	Summer Shirt
Cargo Shorts	Navy blue (65% polyester, 35% cotton) Navy blue or black crew socks must be worn when wearing cargo shorts. Ankle socks are not allowed. **NOTE:** The length of the cargo shorts must be 2 to 3 inches above the knee.	Men's and Women's Cargo Shorts
Polo Shirt	CTA logo blue short-sleeve (60% cotton, 40% polyester or 100% polyester), three-button with tipped collar and cuffs Performance program award polo shirts (e.g., Bus Rodeo, Rail Rodeo) may be worn only until the next incentive program is completed or until June 30 of the following calendar year, whichever is earliest.	Polo Shirt

Pregnancy: Optional Items

Pregnant employees may wear the following items.

Uniform Item	Description	Image
Tapered Shirt	Blue; long-sleeve with shoulder epaulets; two-pocket front (65% polyester, 35% cotton) Tapered short-sleeve shirt may be worn untucked and may be worn from May 1 to October 14.	*See photo of either all-weather or summer shirt*

R1067 FOIA 20-0813

Uniform Item	Description	Image
Altered Trousers	Navy blue (75% polyester, 25% wool or 100% polyester or 96% polyester, 4% spandex) all-weather, or navy blue cargo pants altered to include elastic waist	*See photo of either all-weather trousers or all-weather cargo pants*

GENERAL UNIFORM REGULATIONS

- Employees must display all articles they are required to carry according to their classification.
- The complete uniform must be worn when an employee is on CTA property. Employees must remain in complete uniform on CTA property whether on or off duty. This includes, but is not limited to fallbacks, swings, reporting for duty or at the end of the employee's work day.
- Wearing any non-uniform garments or work clothing is prohibited. All uniform or work clothing apparel features CTA or an approved manufacturer’s trademark.
- The mixing of uniform items is strictly prohibited. For example, do not wear a summer garment in the winter or a winter garment in the summer.
- Uniform or work clothing items may **not** be altered or modified in any way except for ensuring proper fit. Cuffing of shirt sleeves or trousers is **prohibited**.
- The all-weather uniform or work shirt must be fully buttoned and closed at the neck. A tie must be worn and properly fastened at the neck; the sleeves must be buttoned at the wrist and the shirt must be tucked into the trousers.
- The summer uniform or work shirt collar must be open; no tie is worn and the shirt must be fully buttoned except at the collar area. The shirt must be tucked into the trousers.
- CTA employees may not tuck their trousers into their boots.
- When wearing any approved polo shirt, the shirt must be tucked into the trousers.
- A T-shirt worn under an approved uniform or work shirt must be plain white without graphics, pictures or lettering.
- The length of cargo shorts must be 2 to 3 inches above the knee. Navy blue or black crew socks must be worn when wearing cargo shorts.
- Authorized employee badges must be properly attached and displayed on the upper right sleeve of the outer garment.
- Employees who have participated in performance programs (e.g., Bus Rodeo, Rail Rodeo, Public Safety Awards) may be issued an award cap/jacket/scarf to recognize their participation. These authorized award items are acceptable when worn with the proper uniform or work clothing, only until the next incentive program is completed or until June 30 of the following calendar year, whichever is earliest.
- When wearing the baseball cap, the visor must extend over the forehead parallel to the feet to

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shield the eyes, and the cap must sit squarely on the head. Any hat purchased outside of the CTA-authorized vendor is strictly prohibited.

- Wearing unauthorized buttons, pendants, medallions, insignia, chains or similar visible adornments — including body and hair adornments and facial piercings — is **strictly** prohibited.

- Tie clasps must not exceed 3/4 inch high by 3 inches wide. Hair elastics (scrunchies, hair ties, headbands, etc.) must be black, and must not exceed 2 inches in width, and headbands must not hang loose. Earrings must be no larger than 1/2 inch in diameter and must not extend more than 1/2 inch from the earlobe.

- Bus Operators must carry a reliable analog watch adjusted to the correct time.

- CTA uniform/work clothing items must not be worn in any business establishment whose **primary purpose** is the selling, vending or serving of alcoholic beverages.

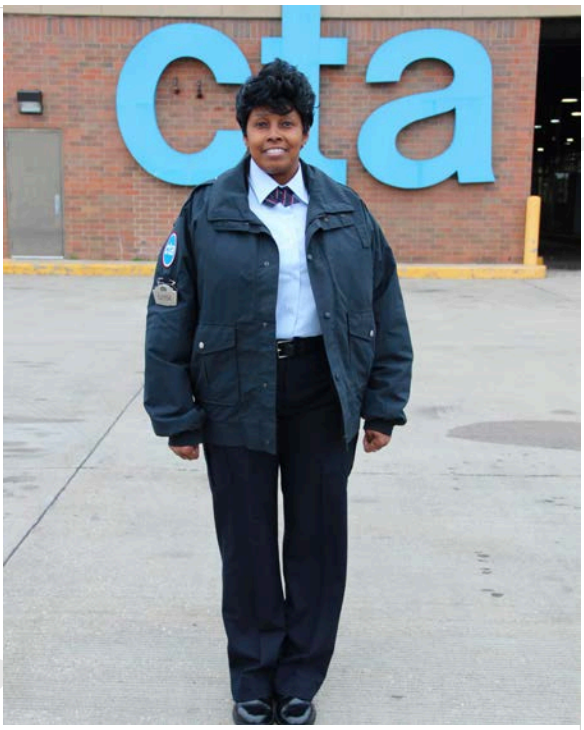
If you have any questions regarding the contents of this bulletin, contact a Supervisor, Instructor, Controller or Manager.

Chief Transit Officer

R1067_FOIA_20250813

EL/el
P13-24
04/19/24

Bus Operator Uniform Photos -Winter Uniforms



Bus Operator Uniform Photos - Summer Uniforms

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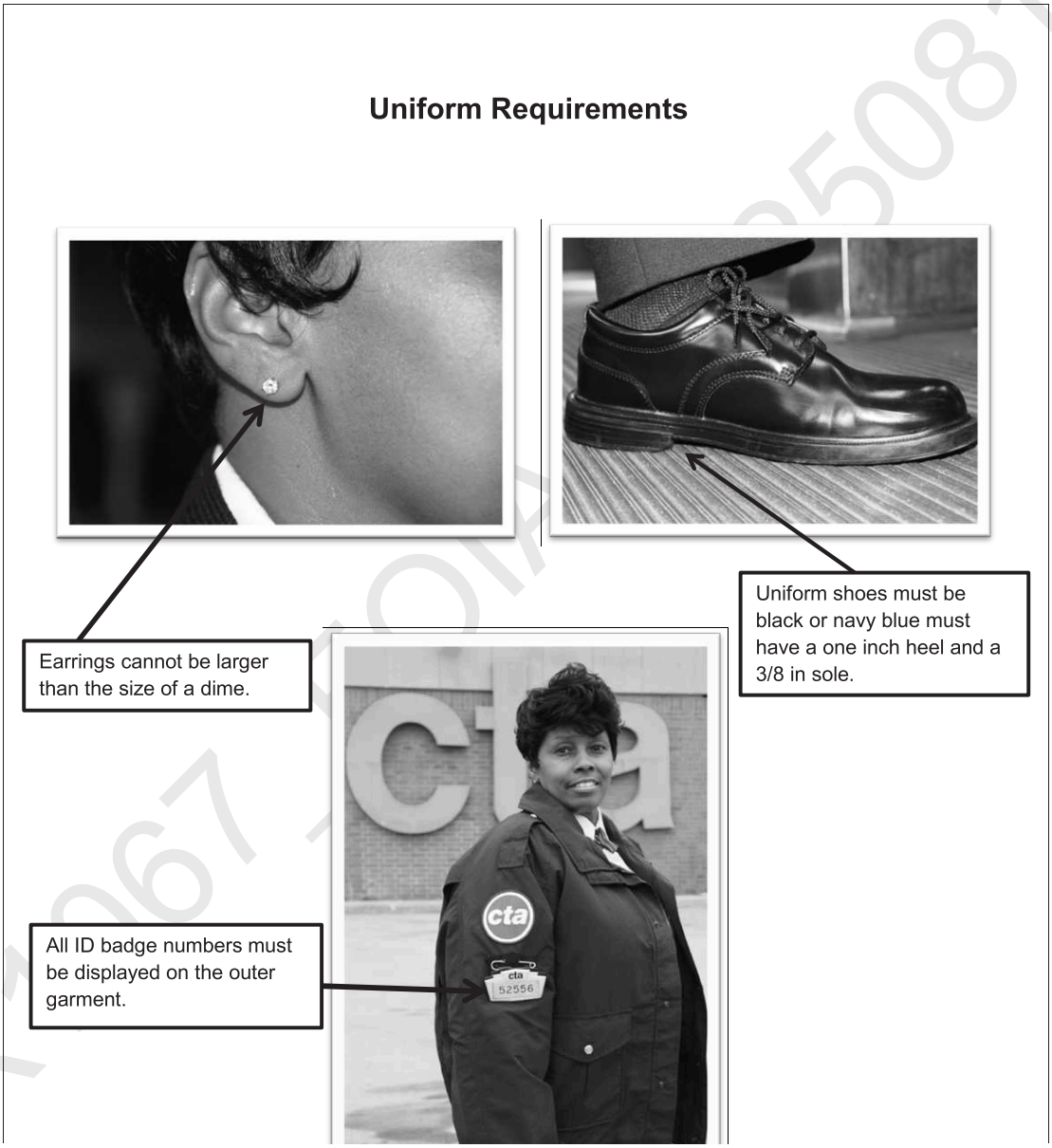
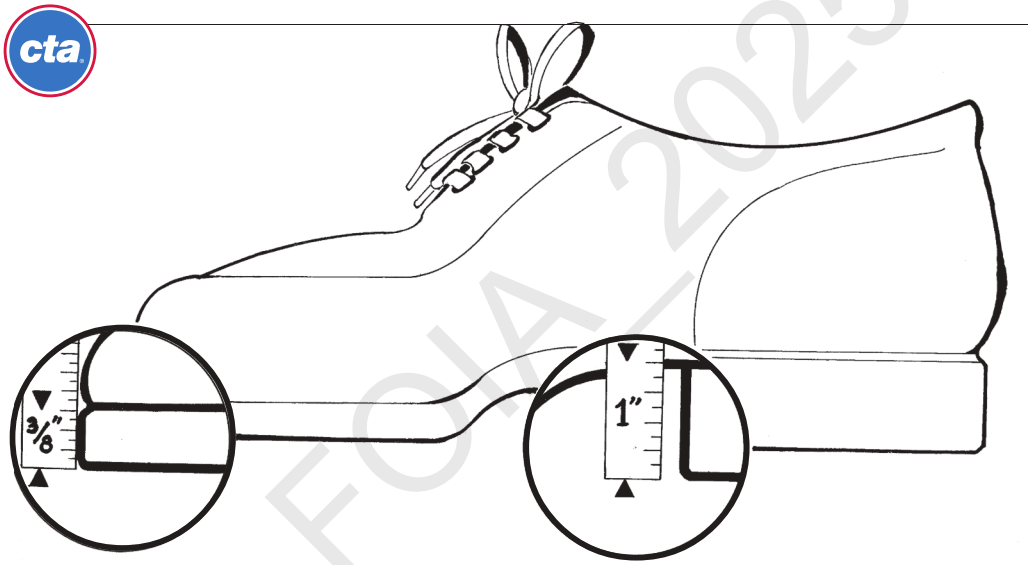
Bus Operator Uniform Photos -Uniform Requirements


Uniform Requirements
Earrings cannot be larger than the size of a dime.
Uniform shoes must be black or navy blue must have a one inch heel and a 3/8 in sole.
All ID badge numbers must be displayed on the outer garment.
cta
52556

R1067 FOIA 250813

CTA Uniform Shoe Measurement



Shoes must be made of polished leather or similar material and must be black or navy blue in color. Sandals or shoes made of fabric materials are not permitted!

15sw023_Field shoe picture

R1067_FOIA_20250813

P20-24 Wearing of the Uniform/Work Clothing in Places of Business

Chicago Transit Authority
Transit Operations

Rail	file	X	Bus	file	X
	post	X		post	X
	spl.			other	
P20-24					

Supersedes P11-11

Personnel Bulletin

TO: All Concerned

SUBJECT: Wearing the CTA Uniform/Work Clothing in Places of Business

EFFECTIVE: **Immediately**

Employees wearing CTA uniforms or work clothing project an image to our customers and the public. This image reflects CTA service in general and can determine whether customers will use our transit system in the future. Whether the uniformed employee is on-duty or off-duty, their actions and behavior reflect upon the CTA, and can leave a lasting impression on our customers and the public.

To help project a positive image for our customers, the CTA has established rules and regulations in regards to our employees wearing the uniform (or work clothing), in establishments that serve and/or sell alcoholic beverages. These rules and regulations are outlined in the following CTA documents:

CTA Uniform/Work Clothing General Regulations (included in all uniform/work clothing bulletins)

*CTA uniform/work clothing items may not be worn in any business establishment whose **primary purpose** is the selling, vending or serving of alcoholic beverages.*

CTA General Rule Book (Effective August 15, 2014)

Rule 14 Personal Conduct - The following acts are not permissible:

(h) Partaking of intoxicating liquor in any public space while in uniform.

Primary purpose in the above statement defines either a liquor store and/or bar/tavern/saloon. These establishments' primary purposes are to sell and/or serve intoxicating liquor. Though a restaurant may serve alcoholic beverages, it is not the establishment's primary purpose. To further clarify please see the examples below:

RESTAURANTS
While in uniform an employee can have lunch on-duty or dinner off-duty at a restaurant such as Applebee's or Chili's, but the employee cannot consume any alcoholic beverages. Though these establishments may serve liquor, their primary purpose is to serve food. ***The public perception here is that the employee is just having their lunch or dinner break.***

BARS, TAVERNS AND SALOONS
While in uniform an employee cannot have lunch on-duty or dinner off-duty at a bar/tavern/saloon such as the Cubby Bear Lounge or the Billy Goat Tavern, even though the employee is not consuming alcoholic beverages. Though these establishments may serve food, their primary purpose is to serve alcoholic beverages. ***The public perception here is that the employee is***

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drinking alcohol while on-duty.

RETAIL STORES
While in uniform an employee can shop for non-alcoholic items at a establishments such as Jewel-Osco or a CVS Pharmacy. Though these establishments may sell liquor, their primary purpose is that of a retail grocery store and pharmacy. ***The public perception here is that the employee is shopping on their lunch or dinner break, or after their shift is over.***

LIQUOR STORES
While in uniform an employee cannot shop at a Foremost Liquor Store or a Binny's Beverage Depot. Though these establishments may sell non-alcoholic items, their primary purpose is to sell liquor. ***The public perception here is that the employee is shopping on-duty for alcoholic beverages.***

PLACES OF ENTERTAINMENT
Though places of entertainment may or may not sell/serve liquor, employees **cannot** frequent these establishments ***while in uniform***. Such establishments include but are not limited to; performances, movies, concerts, bowling alleys/pool halls, gentlemen's clubs, amusement/water parks, movies etc. ***The public perception here is that the employee is on duty and abusing CTA time.***

Employees must always portray a positive image of the CTA, especially when wearing their uniform. To project a positive customer-friendly image, CTA employees must adhere to the above rules and regulations. All other uniform/work clothing rules and regulations apply.

REMINDER: Though a uniformed employee may be off-duty, the public does not know that. They view the actions and behavior of the employee as a direct reflection of the CTA. While some of the above activities may seem harmless, they can give the public the impression that a CTA employee is slacking-off on the job.

If you have any questions regarding the contents of this bulletin, contact a Supervisor, Instructor, Controller or Manager.

Chief Administrative Officer

Chief Transit Officer

EL/el
P20-24
04/23/24 reissued 4/25/24

R1067_FOIA_20250813

P14-14 Allowance of Contact Lens Use

Chicago Transit Authority
Transit Operations

Rail			Bus		
	file			file	X
	post			post	X
	spl.			other	
P14-14					

Reissued 12-28-15

Personnel Bulletin

TO: All Bus Operating Employees

SUBJECT: Allowance of Contact Lens Use

EFFECTIVE: **Immediately**

The use of contact lenses for Bus Operating Employees is now permissible providing the following criteria are met:

- The operating employee must carry a spare pair of prescription glasses at all times while on duty.

Federal regulations require that a bus operating employee have:

- Distant visual acuity of at least 20/40 (Snellen) in each eye with or without corrective lenses or visual acuity separately corrected to 20/40 (Snellen) or better with corrective lenses;
- Distant binocular acuity (using both eyes together) of at least 20/40 (Snellen) with or without corrective lenses;
- Field of vision of at least 70 degrees in the horizontal meridian in each eye; and
- The ability to recognize the colors of traffic signals and devices showing standard red, green, and amber.

*Use of a contact lens in one eye for distance vision and another lens in the other eye for near vision is **not** acceptable for driving commercial motor vehicles nor is the use of telescopic lenses.*

If you have any questions regarding the contents of this bulletin contact a Supervisor, Instructor, Controller, or Manager.

Robert L. Smith

Chief Transit Operation Officer

CHK/ck
P14-14
10/28/14
Reissued 12-28-15

R1067_FOIA_20250813

P27-21 Uniform/Work Clothing Inspection - Bus

Chicago Transit Authority
Transit Operations

Rail			Bus		
	file			file	x
	post			post	x
	spl.			other	
P27-21					

Personnel Bulletin

TO: All Concerned – Bus

SUBJECT: Uniform/Work Clothing Inspection – Bus

EFFECTIVE: **Friday, October 15, 2021 through Monday, November 15, 2021**

Inspection of uniforms and work clothing will be conducted from Friday, October 15, 2021 through Monday, November 15, 2021. Uniform requirements are described in the Bus System, Safety and General Rule Books as well as the following Personnel Bulletins:

- P02-21 *Uniform Requirements: Bus Operators, Customer Service Representatives (CSRs) and Customer Service Assistants (CSAs)*
- P03-21 *Uniform Requirements: Bus and Rail Instructors*
- P06-21 *Uniform Requirements: Bus and Rail Supervisors*
- P18-21 *Uniform/Work Clothing Requirements: Cash Box Pullers*

During these dates, each employee must report to their Manager for inspection wearing the full regulation uniform or work clothing. Each employee must display all articles they are required to carry according to their classification. These articles will include:

- ✓ Rule Books (Bus and General)
- ✓ CTA Identification Card
- ✓ Reliable watch
- ✓ CDL with "P" endorsements (Only Bus Operators and Bus Instructors)
- ✓ Courtesy Card Kit
- ✓ Current Refresher Card
- ✓ Keys as required
- ✓ Cloth Employee Badge properly displayed
- ✓ Safety Vest (as required)

As well as being dressed in the appropriate apparel, employees are required to be neat, clean and well groomed.

Uniforms or work clothing must be purchased from Silk Screen Express, the CTA's authorized uniform vendor, and made of approved materials as set forth in the Personnel Bulletins listed above. The following three Silk Screen Express locations are the only authorized distribution points for CTA regulation uniforms:

Silk Screen Express Store Locations and Hours

Silk Screen Express Locations:		
The Cop Shop Chicago, Inc. (Bridgeport) 1010 W. 35th Street Suite 630 Chicago, IL 60609 773-475-6056	The Cop Shop Chicago, Inc. (Near O'Hare) 6148 W. Higgins Avenue Chicago, IL 60630 773-475-6056	The Cop Shop Chicago, Inc. (Beverly) 11109 S. Western Avenue Chicago, IL 60643 773-475-6056

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Silk Screen Express Store Locations and Hours, Continued

Silk Screen Hours of Operation:	
Monday–Friday:	0900–1800 hrs
Alternating Saturdays:	0900–1400 hrs

Note: Call ahead to confirm Saturday hours.

If you have any questions regarding the contents of this bulletin, contact a Supervisor, Instructor, Controller or Manager.

Chief Transit Officer

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P27-21
10/13/21

R1067_FOIA_20250813

P12-24 Uniform Requirements for Cash Box Pullers

Chicago Transit Authority
Transit Operations

Rail	file		Bus	file	x
	post			post	x
	spl.			other	
P12-24					

Supersedes P21-22

Personnel Bulletin

TO: All Concerned – Bus

SUBJECT: Uniform Requirements: Cash Box Pullers

EFFECTIVE: **Immediately**

Correctly wearing required CTA uniforms contributes to a positive visual impression that CTA employees present to our customers and the public. Employees are required to wear appropriate apparel for their jobs and to be neat, clean, well-groomed and maintain appearance standards while on duty. Employees are responsible for the proper care and cleaning of their uniforms.

VENDORS

Uniform items marked with a plus (+) may be purchased from any vendor, as long as the item meets CTA requirements. Other items must be purchased from the CTA-authorized uniform vendor.

Silk Screen Express Store Locations and Hours

Silk Screen Express Locations:		
The Cop Shop Chicago, Inc. (Bridgeport) 1010 W. 35th Street Suite 630 Chicago, IL 60609 773-475-6056 (Press 1) Hours of Operation: Monday-Friday: 0900-1800	The Cop Shop Chicago, Inc. (Beverly) 11109 S. Western Avenue Chicago, IL 60643 773-475-6056 (Press 2) Hours of Operation: Monday-Thursday: 0900-1800 Friday: 0900-1630	The Cop Shop Chicago, Inc. (Near O'Hare) 6146-48 W. Higgins Avenue Chicago, IL 60630 773-475-6056 (Press 3) Hours of Operation: Monday-Friday: 0900-1630

All locations are open on alternating Saturdays: 1000–1400 hrs

Note: Call ahead to confirm Saturday hours.

SEASONAL UNIFORM ITEMS

An all-weather uniform may be worn year-round.

- Winter weather uniform items may be worn from October 15 through April 30.
- Summer uniform items may be worn from May 1 through October 14.

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UNIFORM DESCRIPTIONS

All-Weather Uniform

This uniform may be worn year-round.

Uniform Item	Description	Image
Safety Vest	**Safety vests are required while working at the vault island.**	*Photo not available*
Trousers	Navy blue (75% polyester, 25% wool or 100% polyester or 96% polyester, 4% spandex) all-weather **NOTE:** These trousers can only be paired with the jacket with the shoulder epaulets. **NOTE:** Cash Box Pullers may wear jeans when working at the vault island. **NOTE:** Employees may purchase whichever trousers fit best, regardless of gender label on the vendor website.	 Men's Poly-Wool All-Weather Trouser Women's Poly-Wool All-Weather Trouser
Jacket	Navy blue with shoulder epaulets; two flap-covered front pockets with hidden hand-warmer pockets; insulated lining (zip in/out); snap closure and silver CTA buttons on epaulets **NOTE:** This jacket can only be paired with the above trousers and may be accompanied by a dickey (optional winter).	 Jacket

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Uniform Item	Description	Image
Shirt	Blue; long-sleeve with shoulder epaulets; two-pocket front (65% polyester, 35% cotton)	All-Weather Long-Sleeve Shirt
Work Jacket and Pants	Navy blue two-piece; long-sleeve; zippered jacket with quilted lining; reflective vertical stripes on front of jacket and horizontal stripe on back of jacket; four-pocket navy blue trousers with reflective horizontal stripe encircling each pant leg between ankle and knee	Work Jacket Work Pants
Jumpsuit/Coverall	Navy blue one-piece, long-sleeve; two slash pockets under waist; two breast pockets with Velcro flaps; five belt loops; reflective stripes on both sides; vertical stripes on front of jumpsuit above waist; horizontal stripe on back of jumpsuit, and horizontal stripe encircling each pant leg between ankle and knee; Velcro closure at bottom of each pant leg **NOTE:** A shirt must worn under the jumpsuit.	Jumpsuit/Coverall
Rain Jacket and Pants	Two-piece navy blue reversible to safety orange; reflective stripes on both pieces and on both sides (vertical stripes on front of jacket,	

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Uniform Item	Description	Image
Rain Jacket and Pants	horizontal stripe on back of jacket, and horizontal stripe encircling each pant leg between ankle and knee); pass-through pockets on each side of jacket and in pants	Rain Jacket Rain Pants
Baseball Cap	Authorized CTA baseball-style cap with CTA patch **NOTE:** When wearing the baseball cap, the visor must extend over the forehead parallel to the feet to shield the eyes, and the cap must sit squarely on the head. **NOTE**: The wearing of unauthorized hats is strictly prohibited.	Cap
(+) Shoes	Approved shoes are available at the CTA-authorized uniform vendor. **NOTE:** Cash Box Pullers **must** wear appropriate footwear at all times for safety. No exceptions will be permitted. Shoe and sole must be black and non-slip.	Classic Leather Academy Oxford Poromeric Academy Oxford

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Uniform Item	Description	Image
(+) Socks/Nylons	Choice of black or dark blue **NOTE:** Ankles must be covered.	*Photo not available; any socks/nylons meeting requirements may be purchased from any vendor.*
(+) Belt	A choice of black or dark blue **leather**. Canvas belts are prohibited.	 Leather Garrison Belt Boston Leather Belt

All-Weather: Optional Items

These items may be worn year-round:

Uniform Item	Description	Image
Sweater	Navy blue V-neck with long sleeves, (shoulder and elbow pads optional), either zipper or pullover style **May be worn as outer garment for summer uniform.** If the sweater is worn for the summer uniform, it must be worn as an outer garment.	 Sweater
Raincoat	Black; nylon, packable design (all other raincoats are prohibited.)	

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Uniform Item	Description	Image
Raincoat		Raincoat with Hood

Winter Weather: Optional Items

These items may be worn from October 15 through April 30:

Uniform Item	Description	Image
Parka	Navy blue with shoulder epaulets; two front flaps, covered pockets with hidden hand-warmer pockets; quilted lining; elastic back waist; zippered side vents from bottom of parka to elastic waist; silver CTA buttons, detachable fur-lined hood • All other outer parkas are prohibited. • The parka hood may be worn when the CTA employee is not operating a vehicle.	Parka
Vest	Navy blue nylon; quilted; sleeveless; V-neck with zipper closure • The vest may be worn as an outer garment; CTA regulation only. • Vests should be worn as the middle layer between shirt and jacket.	Vest
Polo Shirt	CTA logo blue long-sleeve (60% cotton, 40% polyester), three-button with tipped collar and cuffs	Polo Shirt

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Uniform Item	Description	Image
Turtleneck	Navy blue long-sleeve, mock turtleneck collar contains embroidered CTA logo in white thread off-center to left; worn under all-weather shirt. When the turtleneck is worn under the all-weather long-sleeve shirt, the shirt collar must be open and the sleeves must be buttoned. The turtleneck may NOT be worn with the summer uniform shirt.	 Turtleneck
Watch Cap	Navy wool watch cap with CTA logo **NOTE:** CTA logo must face forward.	 Watch Cap
Hat	Navy blue, fur-lined hat with pull-down visor and earflaps with strap **NOTE:** CTA logo must face forward.	 Winter Hat
Scarf	Burgundy, soft acrylic with embroidered CTA monogram	 Scarf
(+) Boots	Approved boots are available at the CTA-authorized uniform vendor. Other boots must meet the following requirements: • Full-grain black leather, nylon or	

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Uniform Item	Description	Image
	similar material. • Must have a defined inner heel that does not exceed 1 inch. • Boot sole cannot exceed 3/8 inch. • Must have non-slip soles. • Must be insulated and waterproof. • Must be fully fastened (e.g., laced, tied, zipped). **NOTE:** Cash Box Pullers **must** wear appropriate footwear at all times for safety. No exceptions will be permitted.	Rocky Six-Inch Duty Boot Rocky Eight-Inch Duty Boot

Summer Weather: Optional Items

These items may be worn from May 1 through October 14.

Uniform Item	Description	Image
Shirt	Blue, short-sleeve with shoulder epaulets; two-pocket front (65% Dacron polyester, 35% cotton)	 Summer Shirt

Pregnancy: Optional Items

Pregnant employees may wear the following items.

Uniform Item	Description	Image
Tapered Shirt	Blue; long-sleeve with shoulder epaulets; two-pocket front (65% polyester, 35% cotton) Tapered short-sleeve shirt may be worn untucked and may be worn from May 1 to October 14.	*See photo of either all-weather or summer shirt*

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Uniform Item	Description	Image
Altered Trousers	Navy blue (75% polyester, 25% wool or 100% polyester or 96% polyester, 4% spandex) all-weather, or work pants altered to include elastic waist	*See photo of either all-weather trousers or work pants*

GENERAL UNIFORM REGULATIONS

- Safety vests are required while working at the vault island.
- Employees must display all articles they are required to carry according to their classification.
- The complete uniform must be worn when an employee is on CTA property. Employees must remain in complete uniform on CTA property whether on or off duty. This includes, but is not limited to, fallbacks, reporting for duty or at the end of the employee's work day.
- Wearing any non-uniform garments or work clothing is prohibited. All uniform or work clothing apparel features CTA or an approved manufacturer's trademark.
- The mixing of uniform items is strictly prohibited. For example, do not wear a summer garment in the winter or a winter garment in the summer.
- Uniform or work clothing items may **not** be altered or modified in any way except for ensuring proper fit. Cuffing of shirt sleeves or trousers is **prohibited**.
- The all-weather uniform or work shirt must be fully buttoned and closed at the neck. The sleeves must be buttoned at the wrist.
- The summer uniform or work shirt collar must be open and the shirt must be fully buttoned except at the collar area.
- CTA employees may not tuck their trousers into their boots.
- A T-shirt worn under an approved uniform or work shirt must be plain white without graphics, pictures or lettering.
- Authorized employee badges must be properly attached and displayed on the upper right sleeve of the outer garment.
- Employees who have participated in performance programs (e.g., Bus Rodeo, Rail Rodeo, Public Safety Awards) may be issued an award cap/jacket/scarf to recognize their participation. These authorized award items are acceptable when worn with the proper uniform or work clothing, only until the next incentive program is completed or until June 30 of the following calendar year, whichever is earliest.
- When wearing the baseball cap, the visor must extend over the forehead parallel to the feet to shield the eyes, and the cap must sit squarely on the head. Any hat purchased outside of the CTA-authorized vendor is strictly prohibited.

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- When wearing any hat, the CTA logo must face forward and the hat must sit squarely on the head.
- Wearing unauthorized buttons, pendants, medallions, insignia, chains or similar visible adornments — including body and hair adornments and face piercings — is **strictly** prohibited.
- Tie clasps must not exceed 3/4 inch high by 3 inches wide. Hair elastics (scrunchies, hair ties, headbands, etc.) must be black and must not exceed 2 inches in width, and headbands must not hang loose. Earrings must be no larger than 1/2 inch in diameter and must not extend more than 1/2 inch from the earlobe.
- Cash Box Pullers must carry a reliable analog watch adjusted to the correct time.
- CTA uniform/work clothing items must not be worn in any business establishment whose **primary purpose** is the selling, vending or serving of alcoholic beverages.

If you have any questions regarding the contents of this bulletin, contact a Supervisor, Instructor, Controller or Manager.

Chief Transit Officer

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P12-24
04/19/24

R1067_FOIA_20250813

P-26-21 New Uniform Vendor Silk Screen Express

Chicago Transit Authority
Transit Operations

Rail	file	X	Bus	file	X
	post	X		post	X
	spl.			other	
P26-21					

Supersedes P13-13, P25-11, P10-11, P29-08, P06-06, P28-05, P08-05, P11-04, P14-01, P07-00

Personnel Bulletin

TO: All Concerned – Bus and Rail

SUBJECT: New Uniform Vendor: Silk Screen Express

EFFECTIVE: **Immediately**

Starting August 2021, CTA's uniform/work clothing contract will switch from Galls to Silk Screen Express.

Important Dates for the Transition from Galls to Silk Screen Express

Date	Milestone
August 6, 2021, Friday	• Last day that Galls stores will serve CTA employees. • Last day for CTA employees to pick up merchandise purchased from Galls. **All unclaimed merchandise must be picked up from the appropriate Galls store by Friday, August 6, 2021.**
August 7, 2021, Saturday through August 15, 2021, Sunday	No uniforms will be available for purchase.
August 16, 2021, Monday	Employees can begin purchasing uniform items from the Silk Screen Express stores.

Overview of Continued Practices from Galls to Silk Screen Express

- **There are no changes to the current CTA uniform or work clothing item requirements.** Employees will continue to wear their current uniform/work clothing items, which will be available for purchase or order from Silk Screen Express.
- **Employee uniform allotment <u>will not</u> be affected by this transition**. Employee voucher balances will carry over from Galls to Silk Screen Express.
- The Silk Screen Express uniform website will be available at a later date. Until the Silk Screen Express website is available, all purchases must be made in person in a Silk Screen Express.
- Employees must continue to show their employee identification card and a government-issued photo identification card to place an in-store order.

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- All existing payment options for in-store purchases remain the same:
    1. Available uniform voucher balance.
    2. Payroll deduction (must have 90 days of full-time service).
    3. Credit card or cash.

Silk Screen Express Store Locations and Hours

Silk Screen Express Locations:		
The Cop Shop Chicago, Inc. (Bridgeport) 1010 W. 35th Street Suite 630 Chicago, IL 60609 773-475-6056	The Cop Shop Chicago, Inc. (Near O'Hare) 6148 W. Higgins Avenue Chicago, IL 60630 773-475-6056	The Cop Shop Chicago, Inc. (Beverly) 11109 S. Western Avenue Chicago, IL 60643 773-475-6056

Silk Screen Hours of Operation:	
Monday–Friday:	0900–1800 hrs
Alternating Saturdays:	0900–1400 hrs

If you have any questions regarding the contents of this bulletin, contact a Supervisor, Instructor, Controller or Manager.

Chief Transit Officer

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P26-21
07/27/21

R1067_FOIA_20250813

SOP 7003 Defensive Driving Guide

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **7003 (11-14-21)**	**Page 1 of 9**

Title:	**Defensive Driving Guide**
Issued to:	Bus Operators
Approved by:	Chief Transit Officer
Supersedes:	Defensive Driving Guide, 7003 (07-19-15)

INTRODUCTION

Safety can be maintained and accidents can be reduced if you apply the basic principles of defensive driving. It is essential that you follow the guidelines you learned in defensive driving training. Bus Operators must always attempt to recognize *potentially* dangerous situations and the necessary defensive actions. While operating, constantly scan your mirrors and clearance and:

- ***LOOK AHEAD.*** Look ahead down the street a half block or so, not just right in front of the bus. Be aware of your surroundings and what is happening. Check oncoming traffic. Are cars waiting to enter traffic? Any alleys? Is the light about to change? Are there any pedestrians, including children, nearby? What about that delivery truck in the next block? Are there cars double-parked in the next block?
- ***LOOK AROUND.*** Don't stare at the same spot. Look in all directions. Look to the left, right, ahead, behind and in mirrors. Is anyone behind you? Stay alert and be aware of the actions of other drivers and road users such as bicyclists. Always remember that your environment and traffic conditions can change in an instant.
- ***HAVE A PLAN.*** At any given time, know what you could do to avoid an accident.
- ***BE SEEN.*** Use turn signals, headlights, the horn and emergency flashers to be sure other drivers know you're there.
- ***BE PREPARED TO SLOW DOWN/STOP AT ANY TIME.*** Sometimes the best defensive driving technique is simply to stop the bus.
- ***LOOK AND LISTEN FOR EMERGENCY VEHICLES.*** Be prepared to yield the right of way.

This publication describes the following situations and their defensive driving solutions:

- Accidents With Fixed Objects.
- Accidents With Other Vehicles.
- Pedestrian Accidents.
- Customer Accidents.

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Publication number: 7003 (11-14-21)	Page 2 of 9
Title: Defensive Driving Guide	

Accidents With Fixed Objects		
Position of Fixed Object	**Examples of Fixed Objects**	**Defensive Action of Operator**
Ahead, Behind, Alongside		
 	Support structures under the elevated tracks or canopies over subway entrances Scaffolding Potholes Tree branches Cones or barricades Lane dividers, such as posts in the road to mark pedestrian or bicycle spaces Fire hydrants Signs Curbs and extended sidewalk curbs	● Scan all mirrors. ● Maintain clearance of 3-5 feet, if possible. ● **Slow down.** ● If there is doubt whether the bus has enough clearance, stop, secure the bus, alight and check. ● **If backing up becomes necessary, contact Control Center Operations and request assistance.** ● In inclement weather, increase following and stopping distance.

Accidents With Other Vehicles		
Position of Other Vehicle	**Possible Action of Other Driver or Bicyclist**	**Defensive Action of Operator**
Ahead		
	Slows or stops Backs up or rolls back	● Maintain proper following distance. During inclement weather, increase following distance. ● Watch traffic ahead. ● Keep your eyes moving. Continuously scan the surroundings. ● Stop at the proper distance from the standing vehicle (10 feet). ● If the vehicle ahead begins to back up or roll back, sound horn.

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Accidents With Other Vehicles, continued

Position of Other Vehicle	Possible Action of Other Driver or Bicyclist	Defensive Action of Operator
Behind		
	Follows bus too closely	• Use turn indicators and 4-way flashers to signal traffic behind when: - slowing down. - stopping. - pulling over. • Make slow, gradual stops when braking. • Activate 4-way flashers when blocking a lane of traffic. If the bus blocks a traffic lane for more than ten (10) minutes, set up the three triangular safety reflectors as described in SOP 8218 *Roadside Safety - Use of Triangular Safety Reflectors* • Make only authorized, safe service stops.
Position of Other Vehicle	**Possible Action of Other Driver or Bicyclist**	**Defensive Action of Operator**
Approaching from Opposite Direction		
	Drifts over the center line Turns or cuts in front of the bus	• Slow down, stop. Sound horn as necessary. • Keep to the right side of the lane if possible. • Do not rely on signals of other drivers.

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Publication number: 7003 (11-14-21) | Page 4 of 9
Title: Defensive Driving Guide

Accidents With Other Vehicles, continued

Position of Other Vehicle	Possible Action of Other Driver or Bicyclist	Defensive Action of Operator
Approaching from an Angle		
	Cuts across or turns into the path of the bus at an intersection Backs out/pulls out of an alley or driveway into the path of the bus	• Look in all directions before entering an intersection. • Scan all mirrors. • Cover the brake pedal. • Be prepared to stop. • Keep your eyes moving. Continuously scan the surroundings.
Position of Other Vehicle	**Possible Action of Other Driver or Bicyclist**	**Defensive Action of Operator**
Other Vehicle Passing Bus		
 	Turns into path of the bus while passing Passes on left or right side of the bus from a driving, parking or bicycle lane	• Slow down or stop; allow the vehicle to pass safely. • Maintain proper right-side clearance of 3-5 feet, if possible. • Scan all mirrors. • Keep your eyes moving. Continuously scan the surroundings. • Cover the brake pedal with your foot.

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Accidents With Other Vehicles, continued

Position of Other Vehicle	Possible Action of Other Driver or Bicyclist	Defensive Action of Operator
Bus Passing Other Vehicle (Moving)		
	Keeps pace with bus while bus is passing Turns into path of the bus while passing	• Slow down or stop; allow the vehicle to proceed. • Watch the traffic ahead and do not start to pass unless you are sure that the other vehicle will not have to change lanes. • Warn the other driver before passing by using the proper turn signal. • Maintain proper clearance of 3-5 feet between the bus and the vehicle, if possible. • Cover the brake pedal.
Position of Other Vehicle	**Possible Action of Other Driver or Bicyclist**	**Defensive Action of Operator**
Bus Passing Other Vehicle (Standing)		
	Pulls out from curb into path of the bus Opens door into street	• Maintain proper right-side clearance of 3-5 feet, if possible. • Slow down or stop; allow the vehicle to pull out. • Observe the parked vehicle for signs of occupancy. A few examples of signs are lights on, smoke from exhaust, activated turn signals, tires turned or doors opening. • Slow down or stop: - Allow the driver to close the vehicle door. - Allow the vehicle to pull safely away.

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Pedestrian Accidents

Position of Pedestrian	Possible Action of Pedestrian	Defensive Action of Operator
Ahead		
	Stands or moves in front of standing bus Stands or moves in front of moving bus Loads/unloads bicycle	• Look in all directions before moving the bus. • Stop at least 10 feet behind any pedestrian using a mobility device, accompanied by a visibly identifiable service animal, or carrying or using a white cane. • Scan all mirrors. • Stop. Proceed only when safe to do so. • Place bus in neutral and apply parking brake, allowing customer to unload bicycle. Refer to SOP 8174 *Bicycles and Other Devices on the Bus System*.
Position of Pedestrian	**Possible Action of Pedestrian**	**Defensive Action of Operator**
Behind		
	Stands or moves behind a bus	• Look in all directions before moving the bus. • Slow down or stop. • Scan all mirrors. • **NEVER BACK UP WITHOUT ASSISTANCE.** • If uncertain, stop, secure the bus, alight and look around before moving the bus.

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Pedestrian Accidents, continued

Position of Pedestrian	Possible Action of Pedestrian	Defensive Action of Operator
Alongside (left or right side)		
 Note: Pedestrians may be encountered anywhere along a route, and are frequently near service stops, parks or school zones.	Stands or moves into overhang area Runs alongside to catch bus Makes contact with the side of the bus Stands too close to the curb edge Enters street from between parked vehicles Crosses street against traffic light or where there is no crosswalk	● **Stop immediately.** Proceed only when safe to do so. ● Check clearance. ● Use appropriate mirrors or look over your shoulder. ● Slow down as you approach the curb. ● Warn the pedestrian. - Use turn indicators. - Verbal warning, if possible. - Sound the horn. ● If making a turn, do so slowly and cautiously. Stop if necessary. ● Do not make hand motions. Keep both hands on the wheel.

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Pedestrian Accidents, continued

Position of Pedestrian	Possible Action of Pedestrian	Defensive Action of Operator
Boarding or Alighting		
	Approaches or leaves bus without watching where they step Attempts to board or alight while bus is in motion Attempts to board or alight while ramp is in motion Not clear of closing doors	• Stop where it is safe to board or alight. • Caution customers to *watch your step*, when appropriate. • Open doors only after coming to a complete stop. • Ensure doors are closed before leaving the service stop. • Kneel the bus/deploy the ramp for any customer with a visible mobility disability, a mobility device or upon request by any customer. • Alert customers to stand clear of the ramp when deploying and stowing it. • Be sure customers are clear before closing doors. • Scan all mirrors.

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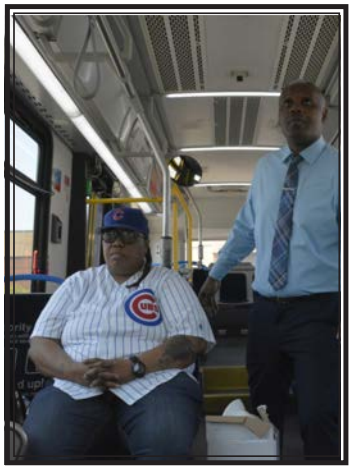
Publication number: 7003 (11-14-21)	Page 9 of 9
Title: Defensive Driving Guide	

Customer Accidents

Position of Customer	Possible Action of Customer	Defensive Action of Operator
On Board Customers		
	Stands or walks without holding on firmly Attempts to alight while bus is in motion Obstructs aisle with packages, etc.	● Scan all mirrors. ● Allow customers the opportunity to get hold of stanchion(s). ● Start gradually, stop smoothly, turn slowly. ● Play or make an appropriate announcement, for example, regarding priority seating or: - Standing customers, for your safety, please hold on at all times. - Standing customers: please do not block the doors. - Please use the rear doors when exiting. - Customers with backpacks: please remove them so they do not bump other customers. ● Keep line of sight unobstructed; make appropriate announcement. ● Ask that obstructions be moved to safe location.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment, and personal safety in performance of these procedures.

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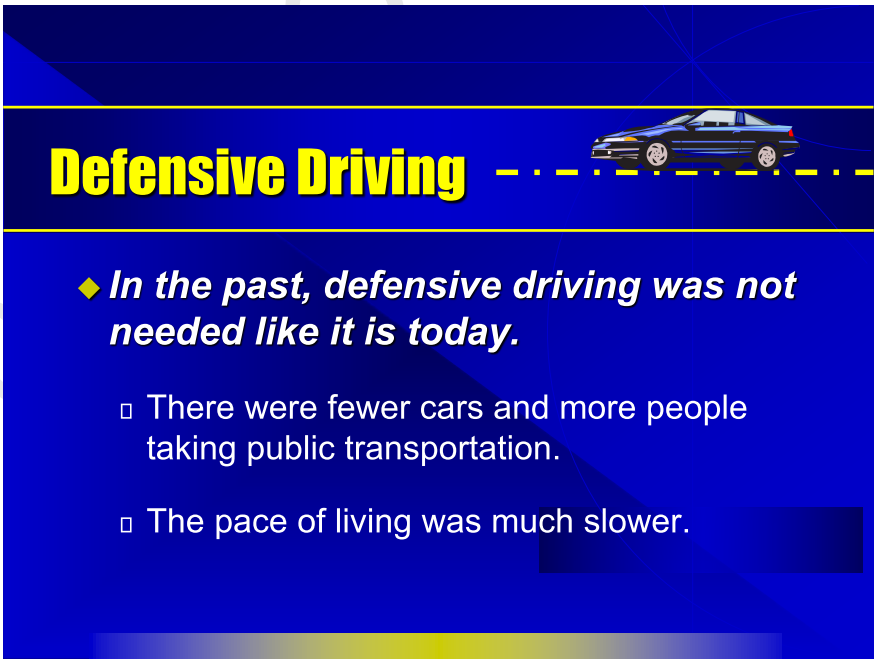
Defensive Driving PowerPoint


Defensive Driving
In the past, defensive driving was not needed like it is today.
There were fewer cars and more people taking public transportation.
The pace of living was much slower.

Defensive Driving

- ***Today, however, the need for defensive driving is more important than ever before.***
  - There has been a huge increase in the number of vehicles on the streets.
  - There are also more bicyclists and pedestrians.
  - The majority of today's drivers have little knowledge of safe driving practices.

Defensive Driving

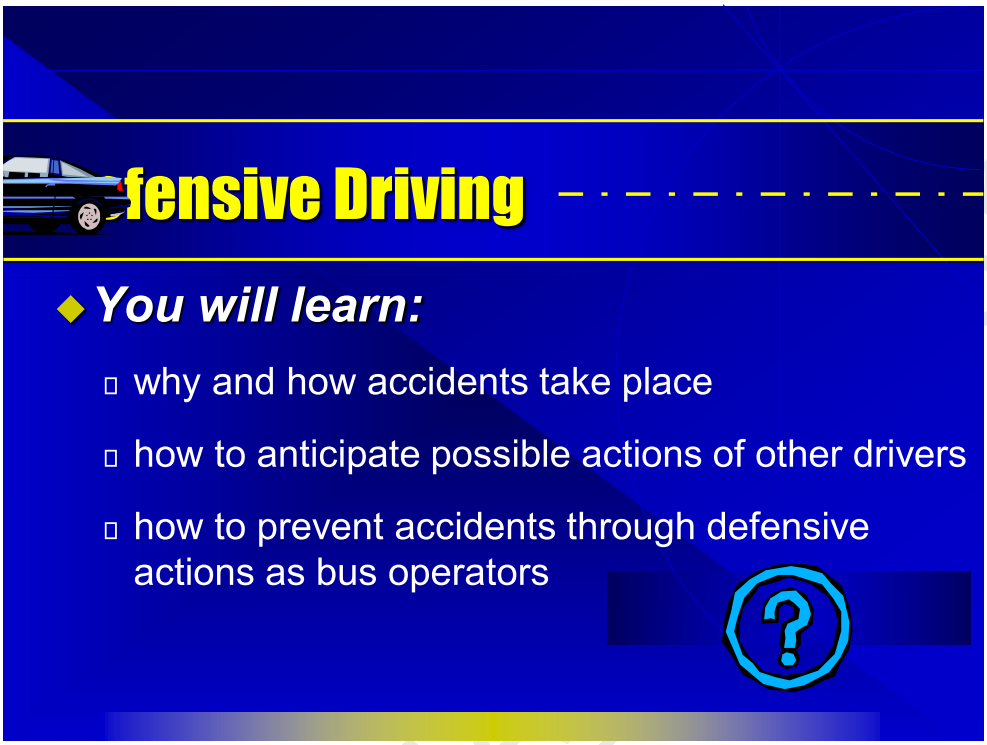
- ***Why is defensive driving so important?***
  - It helps to reduce the number of accidents.
  - It helps CTA establish better public relations.
  - It helps save in unnecessary expenses to settle accident cost.

Defensive Driving

- ***Defensive driving is not new!***
  - Professional drivers have been using defensive driving techniques for a long time.
  - The techniques can be used to prevent accidents.
  - CTA's program is designed specifically to teach operators defensive driving.

Defensive Driving

- ***A professional defensive driver is one who can:***
  - Avoid becoming involved in accidents with other drivers.
  - Prevent other drivers from becoming involved in accidents with him or her.


fensive Driving
You will learn:
why and how accidents take place
how to anticipate possible actions of other drivers
how to prevent accidents through defensive actions as bus operators

Defensive Driving
BE A DEFENSIVE DRIVER!
Be aware of:
The weaknesses of other drivers
Possible accident situations
Weather and road conditions
Your responsibility in preventing accidents

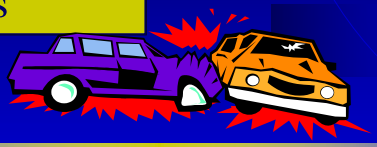
Defensive Driving

- ***What you need to know to be a defensive driver:***

Major *causes* of accidents
- equipment
- driver
- Other factors

→

Major *types* of accidents
- customers
- traffic

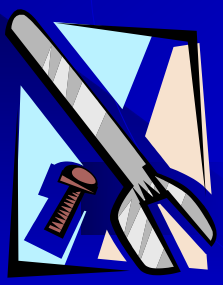


Defensive Driving

- **Equipment Failure**

Caused by some mechanical failure, such as:

- Brake failure
- Blow-out



Defensive Driving

- **Other Factors**

  Other factors that contribute to accidents

  - Poor visibility (fog, rain, snow)
  - Poor road conditions (slippery from rain, snow, sleet, holes in the street)

Defensive Driving

- ***Major Types of Accidents:***
  - Customer Accidents
    - Boarding & alighting
    - On board
  - Traffic Accidents
    - Vehicle
    - Pedestrian
    - Fixed objects

Defensive Driving

- **Customer accidents**
  - Boarding & Alighting
    - Stop where it is safe to board or alight
    - Caution customers to watch their step
    - Open doors only after stopping
    - Close doors before moving
    - Be sure customer is clear before closing doors

Defensive Driving

- **Customer accidents**
  - On Board
    - Start gradually; stop smoothly; turn slowly
    - Allow customer to hold pole or to be seated
    - Keep line of sight clear
    - Make announcements if needed
    - Keep aisles clear of obstructions

Defensive Driving

- **Traffic accidents**
  - Vehicle -- accidents involving collisions between CTA vehicles and any other vehicles.
  - Pedestrian -- accidents involving CTA vehicles and pedestrians in the street.
  - Fixed objects -- accidents involving a CTA vehicle and any object located in a fixed position.

Defensive Driving

- **Factors Involved in Vehicle Accidents**
  - Position of Vehicle
    - Yours and other
  - Action of Vehicle
    - Yours and other
  - Defensive Actions
    - What can you do to avoid collisions?

Defensive Driving

Six Positions of Other Vehicles

1) Vehicle Ahead
2) Vehicle Behind
3) Approaching from opposite direction
4) Approaching from an angle
5) Other vehicle passing bus
6) Bus passing other vehicle

Defensive Driving

Vehicle Ahead

Defensive actions:

- Stop 10 feet behind the vehicle
- Allow vehicle to advance 15 feet before proceeding (total of 25 feet)
- Maintain your clearance and cushion of safety

Defensive Driving

Vehicle Ahead

- Allow a following distance of one bus length for every 10mph between bus and vehicle ahead.
- Increase following distance when:
  - Full capacity
  - Poor weather conditions
  - Downgrade street

Defensive Driving

Vehicle Behind

Defensive actions:

- Make smooth, gradual stops
- Use signals when slowing down, stopping, pulling over
- Activate 4-way flashers when blocking a lane of traffic

Defensive Driving

Approaching from Opposite Direction

Defensive actions:

- Keep to right side of lane
- Maintain clearance (3-5 feet)
- Slow down, stop, sound horn if necessary
- Operate cautiously; do not rely completely on signals of other drivers

Defensive Driving

Approaching from an Angle

Defensive actions:

- Look all directions before entering intersections
- Cover brake pedal at every alley, driveway, and intersection
- Be prepared to stop
- Check both directions before entering an intersection.

Defensive Driving

Be Aware!

The majority of accidents happen in intersections and are due to driver error.

Defensive Driving

Other Vehicle Passing Bus

Defensive actions:

- Use mirrors (scan every 5-8 seconds)
- Be aware of your surroundings
- Keep brake covered

Defensive Driving

Other Vehicle Passing Bus

- Maintain clearance (3-5 feet)
- Use mirrors (scan every 5-8 seconds)
- Slow down or stop; allow vehicle to pass safely

Defensive Driving

Bus Passing Other Vehicle

(Moving)

Defensive actions:

- Slow down or stop; allow vehicle to proceed
- Warn other driver before passing
- Maintain clearance (3-5 feet)
- Watch traffic ahead

Do not race!

Defensive Driving

Bus Passing Another Vehicle

(Parked)

- Maintain proper right-side clearance
- Slow down/stop if necessary
- Observe parked vehicles for signs of occupancy

What are the six positions of other vehicles?

1) Vehicle Ahead
2) Vehicle Behind
3) Approaching bus from opposite direction
4) Approaching from an angle
5) Other vehicle passing bus
6) Bus passing other vehicle

Defensive Driving

Traffic Accidents - Pedestrian

Ahead

Defensive actions:

- Look all directions before moving bus
- Slow down or stop

Defensive Driving

Alongside

Defensive actions:

- Look all directions before moving bus
- Slow down or stop
- Back slowly and cautiously
- Warn pedestrian

Defensive Driving

Behind

Defensive actions:

- Look all directions before moving bus
- Slow down or stop
- Back slowly and cautiously
- Warn pedestrian

Defensive Driving

- **When Backing Up**

Remember **GOAL** *: **G**et-**O**ut-**A**nd-**L**ook*

Only three people are authorized to direct you in backing up a bus:

- CTA employee
- Police officer
- Fire department personnel

Defensive Driving

- **When Making a Turn:**
  - Slow down/stop if necessary
  - Signal your intentions early
  - Sound horn; make sure they see you
  - Turn slowly/cautiously (3-5 mph)

Defensive Driving

- **When Making a Turn:**
  - Cover the brake
  - Scan ahead as far as possible
  - Anticipate others' actions

Defensive Driving

- **Traffic Accidents**
  - **Fixed Objects**
    - Position of Fixed Objects
      - Ahead
      - Behind
      - Alongside

Defensive Driving

- **Traffic Accidents**
  - **Fixed Objects**
    - Defensive Actions
      - Check clearance
      - Maneuver slowly and cautiously
      - If there is a doubt, stop, secure bus, alight and check.

Formula for Defensive Driving

See the hazard

+

Understand the defensive action

Act in time!

Be Safe!

Day One - Safety Notice of the Day

Day 1

Safety Notice!

Basics

- Never Sacrifice Safety for schedule

- Always maintain your clearance (3-5 feet) while operating the bus

- Stop at all doorways when operating the bus

- When face with situation where backing up the bus became necessary remember GOAL (Get-Out-And-Look)

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Home Study Assignment #1

Bus Operator Initial Training
Home Study Assignment #2 – Day 2

1. What is the Defensive Driving Formula?

_____
_____
_____
_____

2. When pulling out a bus from the garage, name three responsibilities of the Bus Operator?

a. _____
_____
b. _____
_____
c. _____
_____

3. Which of the following statements is not part of the Bus Operator responsibilities while the bus is in service

a. Board or alight customers at designated stops.
b. Determine the best possible reroute in case of a blockade.
c. Operate vehicle over designate route and verify/record fares
d. Answer customer's questions regarding bus and train connections.

4. What are the six positions of other vehicles in relation to the bus?

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

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Bus Operator Initial Training Home
Study Assignment #2 – Day 2

5. What are the five positions of pedestrians in relation to the bus?

1. _____
2. _____
3. _____
4. _____
5. _____

6. For the Following questions circle T for true and F for false.

T F It is the responsibility of the Bus Operator to contact Control Center Operations (CCO) regarding service issues.

T F Bus Operators should keep current on information and obey to all changes in rules and operating procedures.

T F Bus Operator may register their CTA ID at the garage Window Clerk check-in up to 15 minutes prior to their scheduled report time.

7. What does the acronym GOAL stands for as it relates to backing up the bus?

G_____

O_____

A_____

L_____

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Bus Operator Initial Training Home
Study Assignment #2 – Day 2

8. Can you find the six mistakes in this picture? Circle your findings:

Date for the picture: October 14th

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DAY TWO

Bus Operator Training

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SOP 7005 Passing and Being Passed

	Transit Operations Standard Operating Procedure	Publication Number: 7005 (07-19-15) Reissued 12-28-15	Page 1 of 3

Title:	**Passing and Being Passed**
Issued to:	Bus Operator
Approved by:	Robert L. Smith Chief Transit Operation Officer
Supersedes:	Passing and Being Passed, 7005 (04-03-11)

INTRODUCTION

When passing parked vehicles, fixed objects, vehicles moving in the same direction or vehicles moving in the opposite direction, the Operator's main concern is clearance. The Operator must check that there is enough clearance before passing and must maintain that clearance when passing.

Before and after passing it may be necessary to change lanes. When doing so,

REMEMBER THESE IMPORTANT POINTS

- **Look ahead**. Don't focus just on the street immediately in front of the bus; look ahead down the street.
  - Watch oncoming traffic.
  - Be alert for opposing traffic crossing into your lane.
  - Be alert for "stale" traffic lights ahead. The light at the next corner may be about to turn red.
  - Be alert for vehicles that may be about to pull out into the street.
  - Be alert for children near the street who might run out between parked cars.
- **Look around.** Look to the left, right, ahead, behind and in mirrors. Stay alert and be aware of the actions of other drivers.
- **Have a plan.** If another driver or a pedestrian suddenly creates a hazardous situation, what will you do? Where will you steer the bus to avoid the hazard?
- **Be seen**. Other drivers and pedestrians need to be aware of the bus. Use turn signals, hazard lights and the horn to alert others of your intentions.

Additionally,

- Be prepared to slow down or stop. Keep your foot over the brake pedal.
- Use your mirrors to verify that 3-5 feet of clearance is available on all sides. Maintain that same clearance when passing or being passed.
- Never pass in an intersection.
- Follow standard operating procedures for changing lanes.

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Publication Number: 7005 (07-19-15)	Page 2 of 3
Title: Passing and Being Passed	

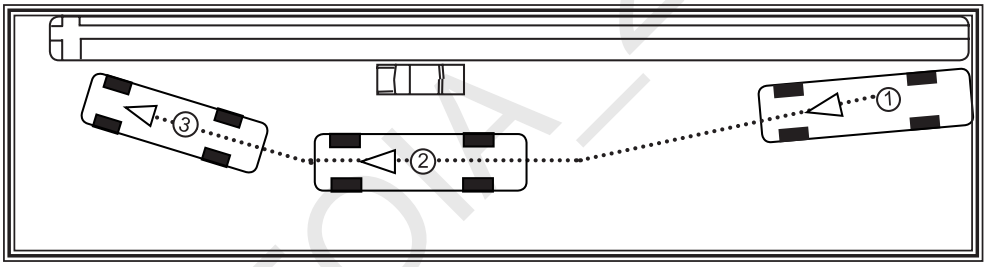
PASSING PARKED VEHICLES OR FIXED OBJECTS

Prepare to Pass

- Check clearance before beginning to pass. If clearance is less than 3-5 feet, stop and secure the bus; walk outside and check.

Passing

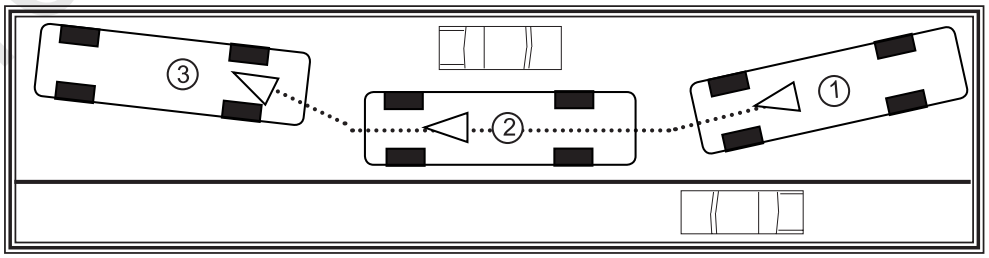
- Maintain clearance of 3-5 feet where possible.
- When changing lanes, upon approaching the parked/stopped vehicle or fixed object, start angling out two (2) bus lengths behind the vehicle or object (two lengths of the bus that is being operated: standard bus 2 X 40' = 80'; articulated bus 2 X 60' = 120').
- Keep the bus in a straight line, parallel to the parked vehicle, as you pass the parked vehicle.
- When there is only a small area for clearance, operate at extremely slow speed, with your foot on the brake pedal. ***If there are indications that a parked vehicle may pull into the path of the bus (driver in the seat, exhaust smoke, lights on, front wheels turned out) sound the horn to alert the other driver that you intend to pass.*** Cover the brake pedal or apply the brakes so that you can stop safely if the vehicle pulls out.



PASSING VEHICLES MOVING IN THE SAME DIRECTION

Prepare to Pass

- Check your mirrors to verify that the proper amount of clearance (3-5 ft.) is available.
- After verifying clearance, use the proper turn signal before angling out and pass the vehicle in a straight line, parallel to the vehicle being passed.
- Maintain 3-5 feet clearance.
- Check the mirrors when returning to your lane. Be sure to use the turn signal.
- If the other vehicle moves toward the bus, reduce speed and allow the vehicle to proceed ahead of the bus. Stop, if necessary, if the other vehicle moves toward the bus or speeds up.



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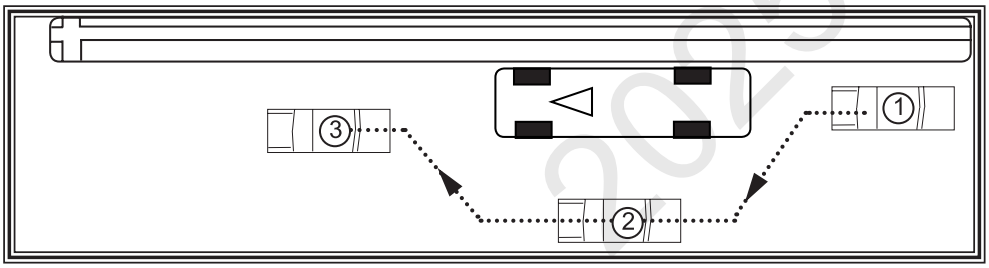
Publication Number: 7005 (07-19-15)	Page 3 of 3
Title: Passing and Being Passed	

BEING PASSED

Other Vehicle Approaching From the Rear

- Watch the mirrors for indications the vehicle intends to pass:
  - It merges into the lane on the left of the bus
  - It turns on its left turn signal
- Listen for the other vehicle's horn.
- Remain on the right side of the passing vehicle while maintaining 3-5 feet clearance.



- Allow the vehicle to pass safely. Do not increase speed while the vehicle is passing.
- If the passing vehicle reduces the bus's clearance, slow down or stop if necessary.
- If the vehicle enters the bus lane after passing the bus, place your foot on the brake pedal and apply brakes to maintain proper following distance.

SAFETY IS PART OF THE JOB

Follow all CTA-established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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SOP 7007 Starting and Stopping

	Transit Operations Standard Operating Procedure	Publication Number: 7007 (01-12-25)	Page 1 of 3

Title:	**Starting and Stopping**
Issued to:	Bus Operators
Approved by:	Chief Transit Officer
Supersedes:	Starting and Stopping, 7007 (04-30-17)

INTRODUCTION

To maximize customer and employee safety, Operators must start and stop the bus smoothly and safely and accelerate and decelerate gradually. These practices will help ensure a safe ride for you and your customers.

Starting

Prepare to Start

- When there is a vehicle ahead, wait until it has moved at least 15 feet before you begin to accelerate (19 feet if the bike rack on the bus is extended).
- Verify that all other vehicles, e-scooters, bicyclists and pedestrians are clear of the bus.

Dry Pavement

- Start smoothly and accelerate at an even rate.
- At no time should your foot be in contact with both the brake pedal and accelerator pedal ("cross pedal").

On an Incline

- When stopped on an uphill incline, be sure to keep your foot on the brake pedal with it fully engaged until ready to move forward. When ready to move forward, immediately move your foot from the brake pedal to the accelerator pedal and fully engage it to accelerate. Be prepared to brake again safely if necessary.

Slippery Pavement

- Start smoothly and depress the accelerator pedal lightly.
- If the drive wheels begin to spin or sideslip in the slightest, release the accelerator pedal immediately.
- Depress the accelerator pedal lightly again, releasing it immediately if drive wheels spin or sideslip again.
- Repeat until the bus moves without the drive wheels spinning or sideslipping.
- Maintain proper following distance. (See SOP 7029 *Following Moving Traffic.)*

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Publication number: 7007 (01-12-25)	Page 2 of 3
Title: **Starting and Stopping**	

Stopping

Be aware of street conditions, weather and the total number of customers aboard the bus, both seated and standing. These factors affect braking and stopping. Bus speed, street grade levels and anti-lock brakes also influence when and how hard to apply the brakes.

- Make a test stop:
  - After performing a pre-pullout check, before leaving the garage.
  - After making a relief (at a time when there are no standing customers aboard).
- Take into account the braking capabilities of your bus at all times.
- Never assume that your bus will brake the same way for an entire trip.
- Place your foot over the brake pedal when not accelerating.
- Always be prepared to slow down or stop.
- When stopping behind a vehicle ahead, stop at least 10 feet back.
- When stopped, keep your foot applied to the brake pedal.
  - Your foot must remain on the brake pedal when interlocks/brakes are engaged. Interlocks/brakes are engaged when rear doors are open, the vehicle is kneeled and when the wheelchair ramp is being operated.

Dry Street Braking Distances

- Apply brakes smoothly. As the bus slows, let up on the brake pedal gradually so that the pedal is only slightly depressed at the final stop.
  - **On a dry street, with a light/seated load, allow the stopping distances shown below.**
  - **On a downgrade or with a standing load, *allow additional stopping distance*.**

	SPEED OF TRAVEL	BEGIN TO BRAKE THIS DISTANCE FROM THE INTENDED STOP
DRY STREET	10 MPH	1 1/2 BUS LENGTHS
	20 MPH	3 BUS LENGTHS
	30 MPH	5 BUS LENGTHS

Braking on a Slippery Street

- Begin much sooner than you would on a dry street.
- Depress the brake pedal gradually.
- If wheels begin to slide, the anti-lock system activates and prevents the wheels from locking up.
- If you feel vibration in the brake pedal at this time or hear rapid, repeated release of air pressure:

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Publication number: 7007 (01-12-25)	Page 3 of 3
Title: **Starting and Stopping**	

- Do not release pressure on the brake pedal. Continue braking. The anti-lock and automatic traction control systems have engaged and will provide the safest, quickest stop.
- As the bus slows down, reduce pressure slightly on the brake pedal for a smooth stop. By the time the bus is nearly stopped, very little brake pressure should be needed to bring the bus to its final stop.

- Maintain proper procedures during inclement weather. (See SOP 7032 *Driving on Slippery Streets*.)

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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SOP 7009 Curbing

	Transit Operations Standard Operating Procedure	Publication Number: 7009 (09-29-24)	Page 1 of 19

Title: **Curbing**

Issued to: Bus Operators

Approved by: Chief Transit Officer

Supersedes: Bulletin G07-06 Curbing, SOP Curbing, 7009 (08-09-15)

INTRODUCTION

Curbing procedures are different for different types of buses, and can vary depending on the loading zone configuration and the amount of space available at the curb. Following the guidelines in this SOP will help customers board and alight more quickly and safely.

GENERAL CURBING PROCEDURES

Signal your intentions by activating the correct turn signal when approaching and leaving a service stop.

- Curb the bus 18 inches from the curb. This allows enough room to deploy the ramp if necessary. If the bus must be stopped farther from the curb, as when cars are parked in the bus stop, allow **at least 6 feet** between the bus and the curb to provide adequate room when customers with mobility devices board or alight using the ramp. The ramp must not be deployed in a curb cut nor in the street unless curb access is blocked.
- Determine a reasonably safe place to stop, within the 85 foot bus loading zone if possible, based on the condition of the boarding/alighting surface. Avoid obstructions and unstable or otherwise unsafe conditions. When it is unsafe to board due to construction, obstructed access or other conditions, it may be necessary to notify boarding and alighting customers that the bus will move slightly forward to a more suitable stopping location.
- Come to a complete stop before opening doors.
- Politely alert customers to watch their step.
- Keep brakes applied while the doors are open.
- Check both side mirrors, the windshield, front door and operator windows to ensure customers are clear.
- Deploy the ramp upon request when it appears reasonably safe to do so. Announce that the bus is about to kneel (and that the ramp will be deployed, if that is the case). Request that waiting customers stand clear of the bus (and ramp). Refer to SOP 8122 *Kneeling and Ramp Operation* for further information.
- Wait until all doors are completely closed before moving the bus.
- Watch out for:
  - Pedestrians.

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Publication number: 7009 (09-29-24)	Page 2 of 19
Title: Curbing	

- Converging traffic.
- Unexpected vehicle/pedestrian maneuvers.
- Bicyclists.
- Motorized scooters.

LIST OF CURBING TOPICS

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Unobstructed Nearside Stop With Full Loading Zone (85 feet) Available	
- Standard 40 Foot Bus	5
- 60 Foot Articulated Bus	6
Obstructed Nearside Stop More Than One Bus Length Available But Less Than The Entire Loading Zone	
- Standard 40 Foot Bus	7
- 60 Foot Articulated Bus	8
Obstructed Nearside Stop Less Than One Bus Length Available	
- Standard 40 Foot Bus	9
- 60 Foot Articulated Bus	10
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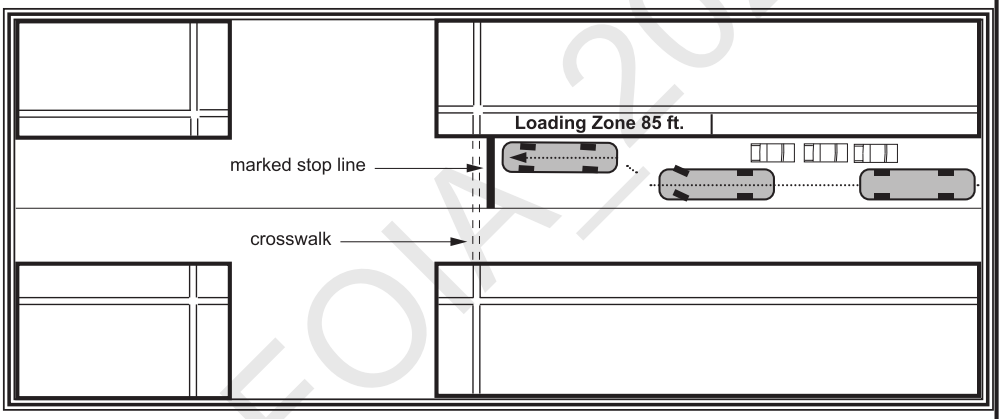
Title: Curbing	

UNOBSTRUCTED NEARSIDE STOP WITH 100 FEET OR MORE AVAILABLE

Standard 40 Foot Bus

- Maintain a clearance of 3 to 5 feet from any parked vehicles.
- Use the appropriate mirrors to identify when the hub of the drive wheel is in line with the front bumper of the last parked vehicle. Then turn in and aim the bus for a point midway in the space available.
- When the right front corner of the bus is 18 inches from the curb, begin straightening out and continue forward, keeping the wheels about 18 inches from the curb. Continue to the stopping place. ***The bus must not cross either the white marked stop line or the pedestrian marked crosswalk.***

Result: The bus is parallel to the curb and both front and rear doors are 18 inches from the curb.



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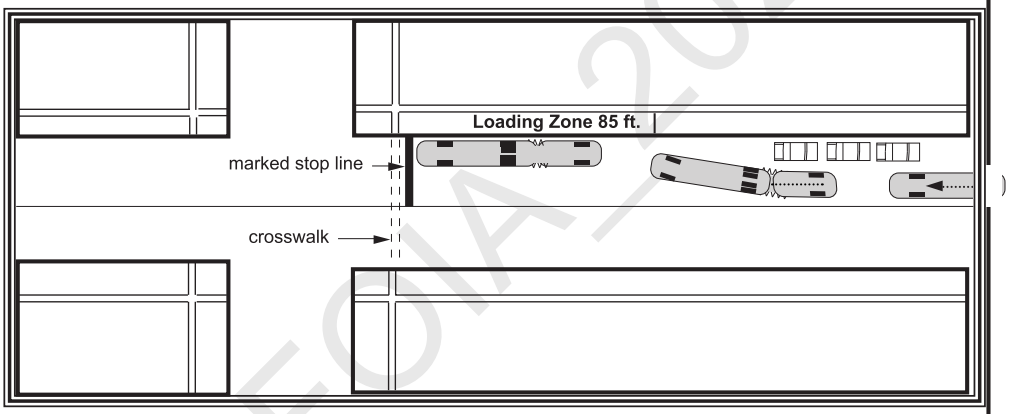
Publication number: 7009 (09-29-24)	Page 4 of 19
Title: Curbing	

UNOBSTRUCTED NEARSIDE STOP WITH 100 FEET OR MORE AVAILABLE

60 Foot Articulated Bus

- Maintain a clearance of 3 to 5 feet from any parked vehicles or other obstructions.
- Use the appropriate mirrors to identify when the center of the flexible joint ("accordion") is aligned with the front bumper of the last parked vehicle. Then turn in and aim the bus for a point midway in the space available.
- When the right front corner of the bus is 18 inches from the curb, begin straightening out and continue forward, keeping the wheels about 18 inches from the curb. Continue to the stopping place. ***The bus must not cross either the white marked stop line or the marked crosswalk.***

Result: The bus is parallel to the curb and both front and rear doors are 18 inches from the curb.



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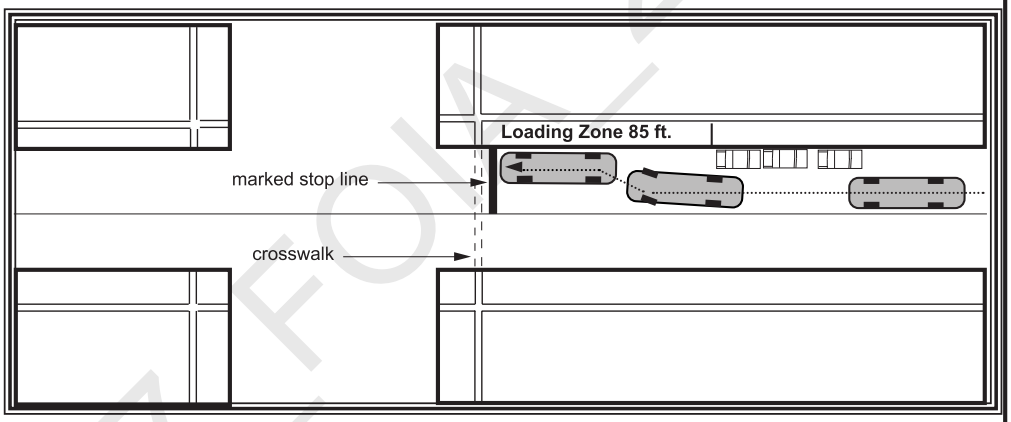
UNOBSTRUCTED NEARSIDE STOP WITH FULL LOADING ZONE (85 FEET) AVAILABLE

Standard 40 Foot Bus

- Maintain a clearance of 3 to 5 feet from any parked vehicles or other obstructions.
- When the hub of the drive wheel is in line with the front bumper of the last parked vehicle, turn in and aim the bus for a point midway in the space available (clear of obstructions/fixed objects).
- Use appropriate mirrors.
- When the right front corner of the bus is 18 inches from curb, begin straightening out and continue forward, keeping the front wheel about 18 inches from the curb. Continue to the stopping place. ***The bus must not cross either the white marked stop line or the marked crosswalk.***

Result: The bus is parallel to and 18 inches from the curb.
Announce **"Watch your step"** as customers board and alight.



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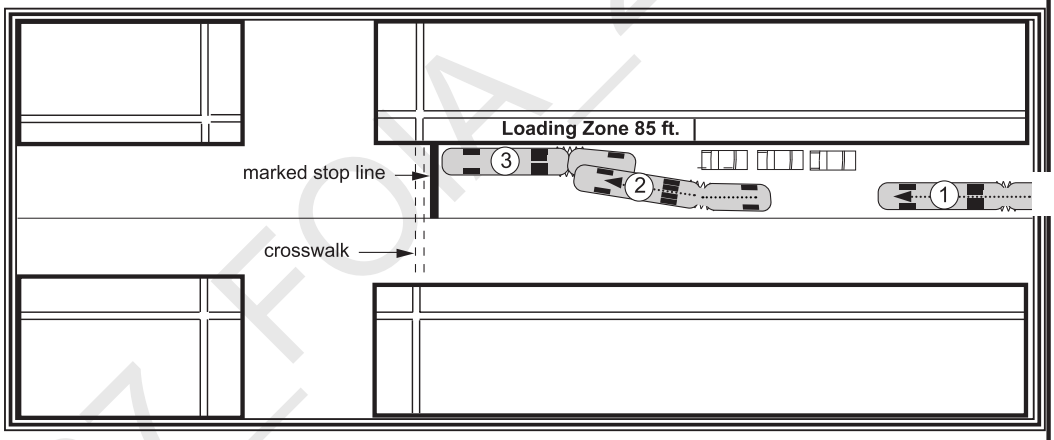
UNOBSTRUCTED NEARSIDE STOP WITH FULL LOADING ZONE (85 FEET) AVAILABLE

60 Foot Articulated Bus

- Maintain a clearance of 3 to 5 feet from any parked vehicles or other obstructions.
- While using appropriate mirrors, when the center of the flexible joint ("accordion") is in line with the front bumper of the last parked vehicle, turn in and aim the bus for a point midway in the space available (clear of obstructions/fixed objects).
- When the right front corner of the bus is 18 inches from curb, begin straightening out and continue forward, keeping the front wheel about 18 inches from the curb. Continue to the stop location.
  The bus must not cross either the white marked stop line or the marked crosswalk.

Result: The front section of the bus is parallel to and 18 inches from the curb.
The rear section is angled out slightly.
Announce **"Watch your step"** as customers board and alight.



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OBSTRUCTED NEARSIDE STOP - MORE THAN ONE BUS LENGTH AVAILABLE BUT LESS THAN THE ENTIRE LOADING ZONE

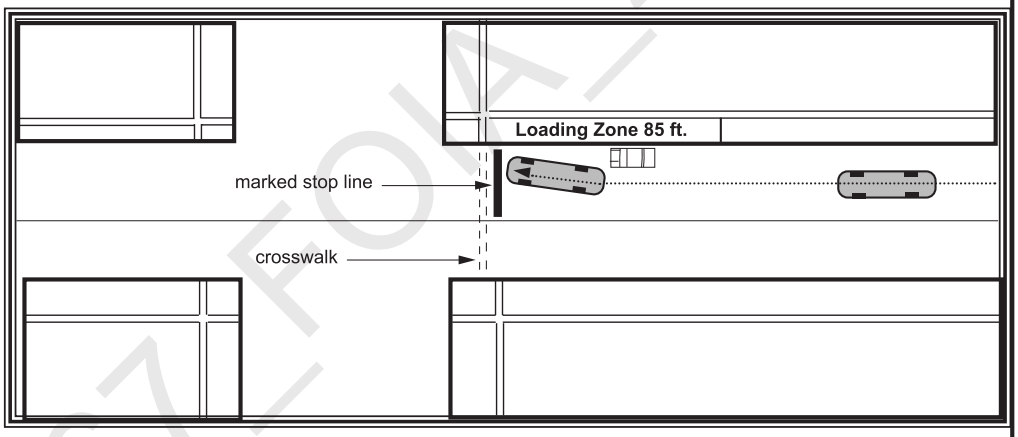
Standard 40 Foot Bus

- Maintain a clearance of 3 to 5 feet from any parked vehicles or other obstructions.
- When the hub of the drive wheel is past the front bumper of the last parked vehicle, alert the driver (sound the horn or use the exterior speaker) and turn in slightly, aiming for a point short of the desired stopping place. Observe the parked vehicle(s) for possible movement. Use appropriate mirrors. ***The bus must not cross either the white marked stop line or the marked crosswalk.***

Result: At the bus stop, the bus may not be parallel to the curb but the front door is close to the curb. Announce "**Watch your step**." Customers alight to the street, then to the curb.

Note: If the rear door is obstructed by a parked vehicle or any other obstacle, direct alighting customers to exit at the front door.

If street and/or curb conditions require that customers must board or alight from/to street level, the bus must be kneeled to its lowest position.



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OBSTRUCTED NEARSIDE STOP - MORE THAN ONE BUS LENGTH AVAILABLE BUT LESS THAN THE ENTIRE LOADING ZONE

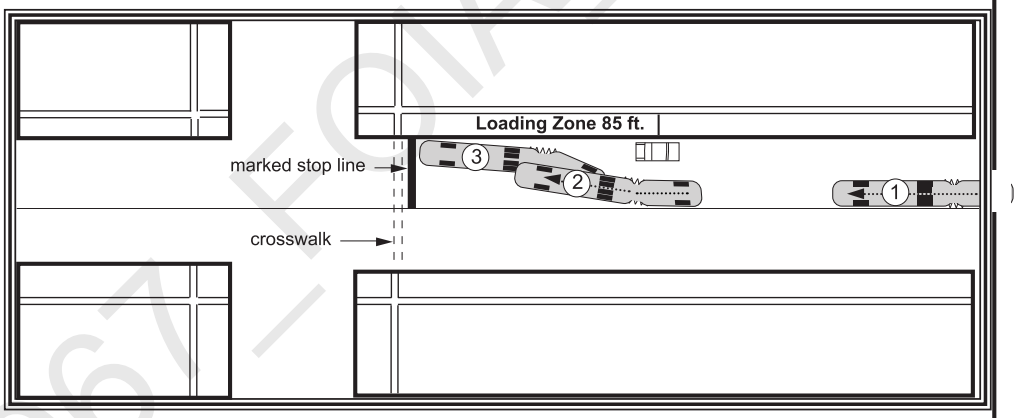
60 Foot Articulated Bus

- Maintain a clearance of 3 to 5 feet from any parked vehicles or other obstructions.
- Use the appropriate mirror (s) to identify when the center of the flexible joint ("accordion") is past the front bumper of the last parked vehicle.
- Alert the driver by voice using the exterior speaker, or by sounding the horn.
- Turn in slightly, aiming for a point short of the desired stopping place. Observe the parked vehicle(s) for possible movement. ***The bus must not cross either the white marked stop line or the marked crosswalk.***

Result: At the bus stop, the front section of the bus may not be parallel to the curb but the front door is close to the curb. Announce "**Watch your step**." Customers alight to the street, then to the curb.

Note: If the rear door is obstructed by a parked vehicle or any other obstacle, direct alighting customers to exit at the front door.

If street and/or curb conditions require that customers must board or alight from/to street level, the bus must be kneeled to its lowest position.



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OBSTRUCTED NEARSIDE STOP - LESS THAN ONE BUS LENGTH AVAILABLE

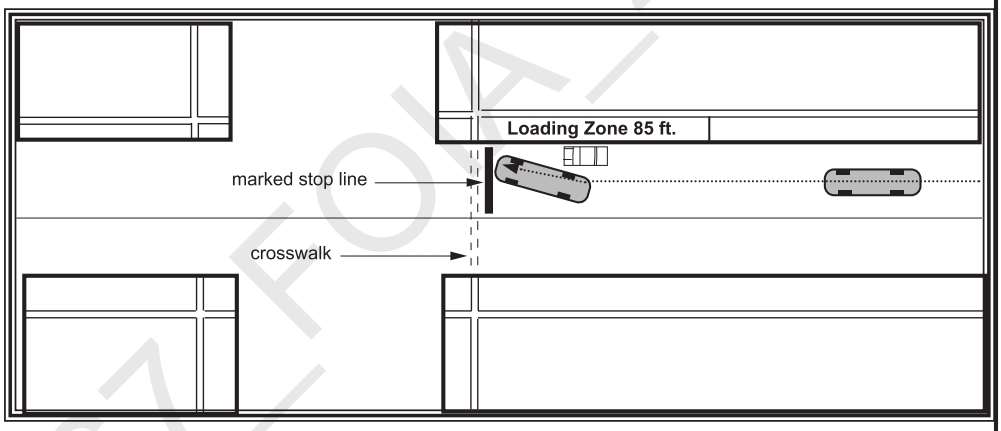
Standard 40 Foot Bus

- Maintain a clearance of 3 to 5 feet from any parked vehicles or other obstructions.
- Alert the driver of the vehicle (sound the horn or use the exterior speaker). Observe the vehicle(s) for possible movement. Use appropriate mirrors.
- When the hub of the drive wheel is past the front bumper of the (last) parked vehicle, aim the bus at a point short of the crosswalk. Stop short of the crosswalk, angled in toward the curb. ***The bus must not cross either the white marked stop line or the marked crosswalk.***

Result: At the bus stop, the bus is not parallel to the curb, but the right side of the bus is closed, preventing the obstructing vehicle from passing the bus on the right.
Announce **"Watch your step."** Customers alight to the street, then to the curb.

Note: If the rear door is obstructed by a parked vehicle or any other obstacle, direct alighting customers to exit at the front door.

If street and/or curb conditions require that customers must board or alight from/to street level, the bus must be kneeled to its lowest position.



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OBSTRUCTED NEARSIDE STOP - LESS THAN ONE BUS LENGTH AVAILABLE

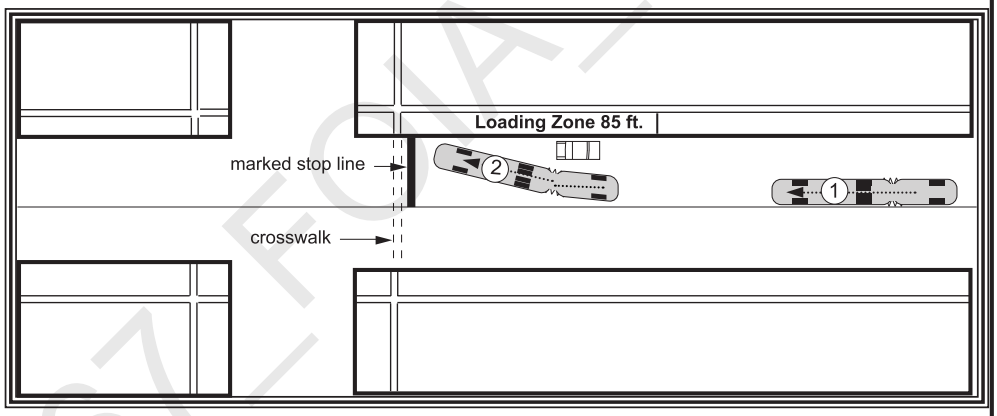
60 Foot Articulated Bus

- Maintain a clearance of 3 to 5 feet from any parked vehicles or other obstructions.
- Alert the driver of the vehicle (sound the horn or use the exterior speaker). Observe the vehicle(s) for possible movement. Use appropriate mirrors.
- While using appropriate mirrors, when the center of the flexible joint ("accordion") is past the front bumper of the (last) parked vehicle, aim the bus at a point short of the crosswalk. Stop short of the crosswalk, angled in toward the curb. ***The bus must not cross either the white marked stop line or the marked crosswalk.***

Result: At the bus stop, the bus is not parallel to the curb, but the right side of the bus is closed, preventing the obstructing vehicle from passing the bus on the right. Announce "**Watch your step**." Customers alight to the street, then to the curb.

Note: If the rear door is obstructed by a parked vehicle or any other obstacle, direct alighting customers to exit at the front door.

If street and/or curb conditions require that customers must board or alight from/to street level, the bus must be kneeled to its lowest position.



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OBSTRUCTED NEARSIDE STOP - LESS THAN ONE BUS LENGTH AVAILABLE (UNABLE TO LINE UP PIVOT POINT WITH FRONT BUMPER OF PARKED VEHICLE)

Standard 40 Foot Bus

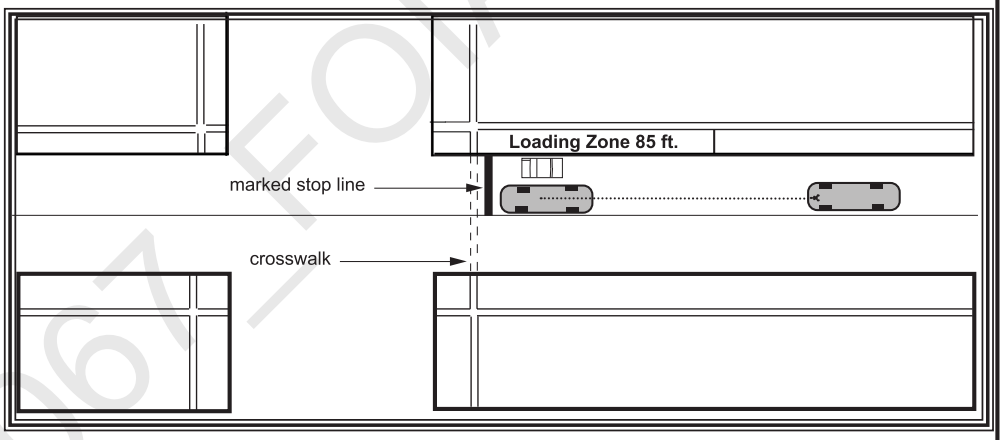
- Maintain a clearance of 3 to 5 feet from any parked vehicles or other obstructions.
- Alert the driver of the vehicle (sound the horn or use the exterior speaker). Observe the vehicle for possible movement. Use appropriate mirrors.
- Stop parallel to the curb, short of the crosswalk, leaving at least6 feet between the bus and the curb. ***The bus must not cross either the white marked stop line or the marked crosswalk.***
- If possible, curb the bus behind the parked vehicle, if there is room to do so.

Result: At the bus stop, the bus is parallel to the curb. Announce "**Watch your step**." Customers alight to the street, then to the curb.

Note: Turn on the bus hazard lights when stopping in a traffic lane. Turn them off when you leave the stop.

If the rear door is obstructed by a parked vehicle or any other obstacle, direct alighting customers to exit at the front door.

If street and/or curb conditions require that customers must board or alight from/to street level, the bus must be kneeled to its lowest position.



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OBSTRUCTED NEARSIDE STOP - LESS THAN ONE BUS LENGTH AVAILABLE (UNABLE TO LINE UP PIVOT POINT WITH FRONT BUMPER OF PARKED VEHICLE)

60 Foot Articulated Bus

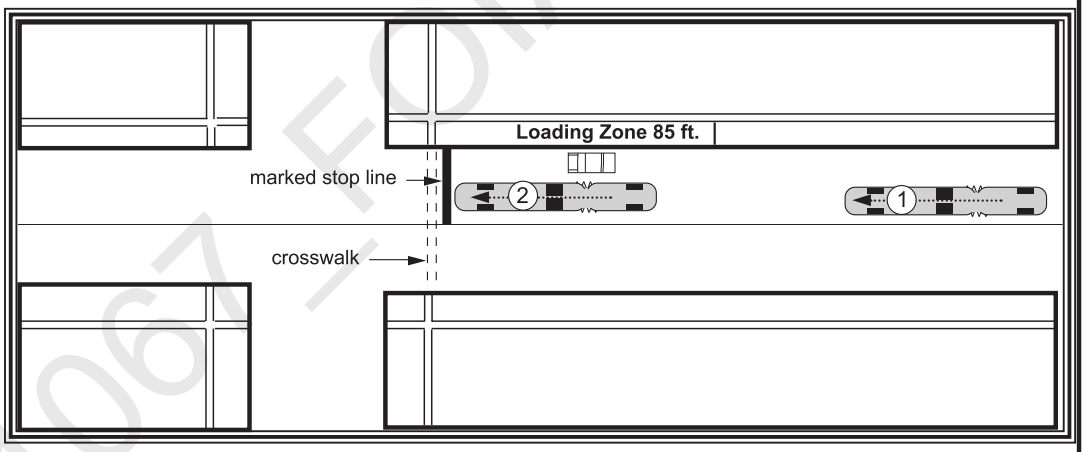
- Maintain a clearance of 3 to 5 feet from any parked vehicles or other obstructions.
- Alert the driver of the vehicle (sound the horn or use the exterior speaker). Observe the vehicle for possible movement. Use appropriate mirrors.
- Stop parallel to the curb, short of the crosswalk, leaving at least6 feet between the bus and the curb. ***The bus must not cross either the white marked stop line or the marked crosswalk.***

Result: At the bus stop, the bus is parallel to the curb.
Announce "**Watch your step!**" Customers alight to the street, then to the curb.

Note: Turn on the bus hazard lights when stopping in a traffic lane. Turn them off when you leave the stop.

If the rear door is obstructed by a parked vehicle or any other obstacle, direct alighting customers to exit at the front door.

If street and/or curb conditions require that customers must board or alight from/to street level, the bus must be kneeled to its lowest position.



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UNOBSTRUCTED FARSIDE STOP

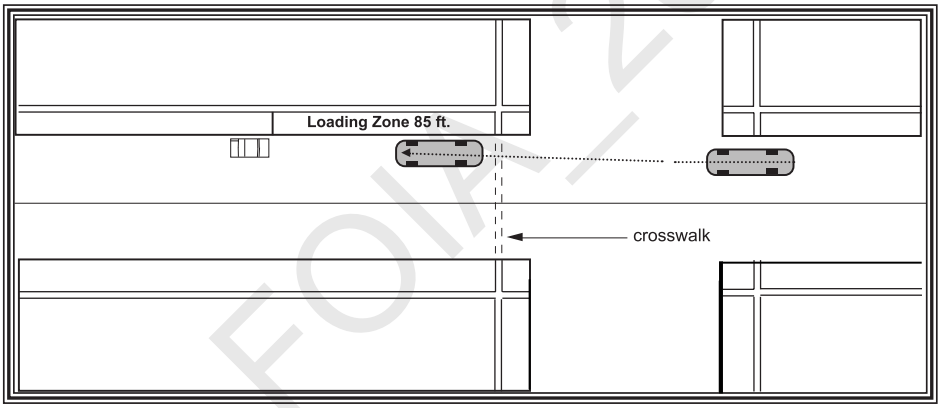
Standard 40 Foot Bus

- Maintain a clearance of 3 to 5 feet from the curb before entering the intersection.
- When entering the intersection, try to position the bus so it can be curbed just beyond the farside crosswalk and about 18 inches from the curb. Continue forward until the rear bumper of the bus is clear of the farside crosswalk.

> **Note: When making a farside stop, do not start across the intersection unless you are sure the bus will fit into the farside loading zone without blocking the crosswalk or intersection.**

- Curb the bus at the far end of the loading zone to leave room for another bus to enter from behind. In most cases, this will be beyond the shelter.

Result: At the bus stop, the bus is parallel to the curb and both doors are 18 inches from the curb.



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UNOBSTRUCTED FARSIDE STOP

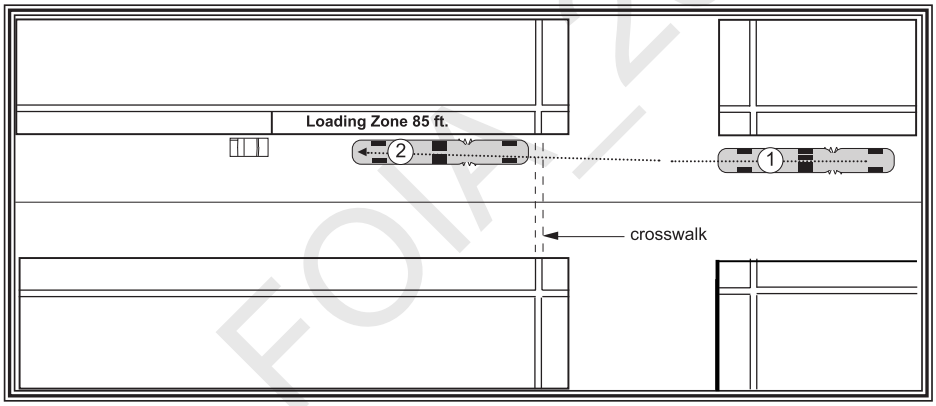
60 Foot Articulated Bus

- Maintain a clearance of 3 to 5 feet from any parked vehicles or other obstructions.
- When entering the intersection, try to position the bus so it can be curbed just beyond the farside crosswalk and about 18 inches from the curb. Continue forward until the rear bumper of the bus is clear of the farside crosswalk.

> **Note: When making a farside stop, do not start across the intersection unless you are sure the bus will fit into the farside loading zone without blocking the crosswalk or intersection.**

- Curb the bus at the far end of the loading zone to leave room for another bus to enter from behind. In most cases, this will be beyond the shelter.

Result: At the bus stop, the bus is parallel to the curb and both doors are 18 inches from the curb.



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OBSTRUCTED FARSIDE STOP – BUS CANNOT APPROACH CURB

Standard 40 Foot Bus

- Maintain a clearance of 3 to 5 feet from any parked vehicles or other obstructions.
- Continue forward parallel to the parked vehicle(s) until the rear bumper of the bus is clear of the farside crosswalk (use appropriate mirrors), leaving at least6 feet between the bus and the curb. Alert the driver of the vehicle (sound the horn or use the exterior speaker). Observe the vehicle for possible movement.

Result: At the bus stop, the bus is parallel to parked vehicle(s).
Announce "**Watch your step**." Customers alight to the street, then to the curb.

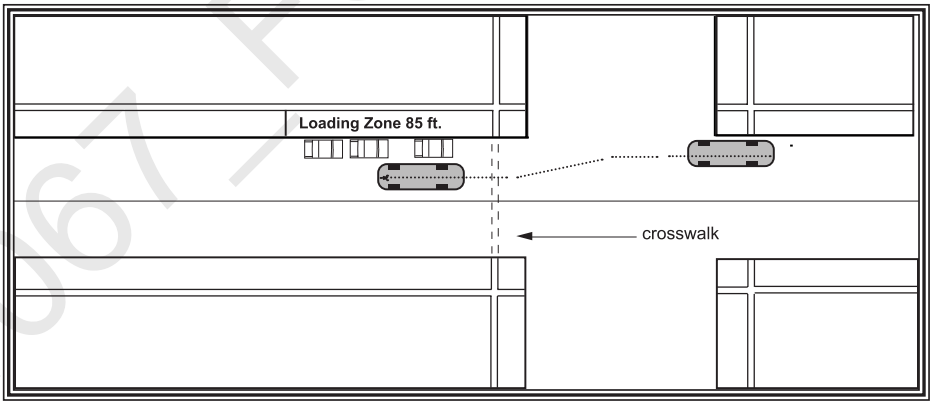
Note: Turn on the bus hazard lights when stopping in a traffic lane. Turn them off when you leave the stop.

If no customers are waiting to board at the farside stop, curbing on the nearside of the intersection is allowed.

If the rear door is obstructed by a parked vehicle or any other obstacle, direct alighting customers to exit at the front door.

If street and/or curb conditions require that customers must board or alight from/to street level, the bus must be kneeled to its lowest position.

Note: When making a farside stop, do not start across the intersection unless you are sure the bus will fit into the farside loading zone without blocking the crosswalk or intersection.



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OBSTRUCTED FARSIDE STOP – BUS CANNOT APPROACH CURB

60 Foot Articulated Bus

- Maintain a clearance of 3 to 5 feet from any parked vehicles or other obstructions.
- Continue forward parallel to the parked vehicle(s) until the rear bumper of the bus is clear of the farside crosswalk (use appropriate mirrors), leaving at least6 feet between the bus and the curb. Alert the driver of the vehicle (sound the horn or use the exterior speaker). Observe the vehicle for possible movement.

Result: At the bus stop, the bus is parallel to parked vehicle(s).
Announce "**Watch your step**." Customers alight to the street, then to the curb.

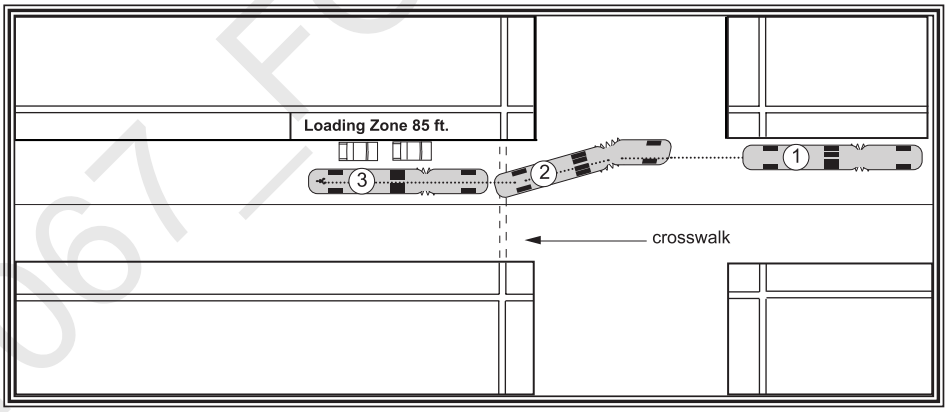
Note: Turn on the bus hazard lights when stopping in a traffic lane. Turn them off when you leave the stop.

If no customers are waiting to board at the farside stop, curbing on the nearside of the intersection is allowed.

If the rear door is obstructed by a parked vehicle or any other obstacle, direct alighting customers to exit at the front door.

If street and/or curb conditions require that customers must board or alight from/to street level, the bus must be kneeled to its lowest position.

Note: When making a farside stop, do not start across the intersection unless you are sure the bus will fit into the farside loading zone without blocking the crosswalk or intersection.



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CURBING NEAR BUS SHELTERS AND CURB CUTS

Bus shelters provide protection for customers from the weather. They are **not** berth markers or curbing guides. Regardless of the location of a shelter, buses must be curbed within the loading zone using the following general guidelines:

- Curb the bus at the far end of the loading zone to leave room for another bus to enter from behind. In most cases, this will be beyond the shelter. This is especially important at farside stops.
  - When making a farside stop, do not start across the intersection unless you are sure the bus will fit into the farside loading zone without blocking the crosswalk or intersection.
- If the area beyond the shelter is obstructed, curb the bus in the loading zone before you reach the shelter if doing so does not block a street or intersection.
- Do not curb the bus at the bus shelter if at all possible. Many shelters are not uniformly positioned within loading zones. Consequently, many of them obstruct the operation of the ramp.
  - The only time a bus may be curbed at a shelter is when the remaining area of the loading zone is obstructed or unsafe. **If the loading zone is obstructed or unsafe and it is necessary to curb the bus at a shelter, allow at least 6 feet between the bus and the curb.** Six feet will provide adequate boarding, alighting and ramp clearance for customers with mobility devices.
- ***Never deploy the ramp at the bus shelter.***
- ***Never deploy the ramp at a curb cut.***

If necessary, explain to customers that in the interest of safety, conditions may require that the bus will move slightly forward to a more suitable stopping location where they can board and/or alight.

Remember: When necessary or upon request, Bus Operators must assist individuals with disabilities with the use of ramps and securement systems. If it is necessary that Operators leave their seats to provide this assistance, they must do so. This may be especially necessary when snow or ice is present where the bus stops. Refer to SOPs 8005 *Assisting Seniors and Customers with Disabilities on the Bus System* and 8122 *Kneeling and Ramp Operation* for additional information.

CURBING AT LOOP LINK PLATFORMS

Approaching the Platform

- Operators approaching and departing Loop Link platforms must stay alert for pedestrians, bicyclists and motorists entering or occupying the bus-only lanes.
- Slow down gradually, at an even rate, when approaching the platform to smoothly and safely start and stop the bus.
- Use the yellow guide marker striped on the pavement at the base of the platform to keep the bus parallel as you approach the platform. The yellow guide marker must be visible in the right side mirror to maintain proper clearance.

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- Stay alert for customers standing at the edge of the platform. You must be prepared to stop if there is insufficient clearance.
- Maintain a 12 inch clearance from the top of the platform and 9 inch clearance from the 3 inch bumper at the base of the platform.
- There are three yellow berthing markers on the gray tactile platform edge of each platform.
  - When the platform is completely free of buses, stop at the far end of the platform, positioning the front door at the first yellow berthing marker.
  - If the first berthing maker is occupied by a standard bus, stop your bus with the front door at the second yellow berthing marker, located 10 feet behind the first bus.
  - If the first berthing maker is occupied by an articulated bus,
    - Stop your bus with the front door at the third yellow berthing marker, located 10 feet behind the first bus.
    - If your bus is also an articulated bus, ensure that your bus's front door is positioned on the third yellow marker and the rear door has cleared the "X" marker sign (at the near end of the platform) before stopping to open the doors for boarding/alighting.
- Only two buses at a time are permitted to occupy a platform stop. If two buses are already berthed, wait for the buses to depart and a berthing location to become available before opening the doors.

Boarding and Alighting Customers

- Operators stopping to board/alight customers behind standing buses at the platform must stay alert for intending customers and customers with disabilities (using wheelchairs or mobility devices) before departing the stop. Operators **must be prepared to stop again** at the first berthing marker to accommodate these customers if necessary.
- Operators must ensure proper clearances when deploying the ramp so customers with mobility devices can safely maneuver onto or off of the bus and platform. Refer to SOP 8122 *Kneeling and Ramp Operation* for additional information.
- When the bus is stopped at the platform, stay alert for customers using the the bicycle rack. Ensure bike rack users have returned to the platform and/or exited the bus-only lane.
- Operators must safely depart the platform immediately after boarding or alighting customers. Pull forward to the intersection stop line. Monitor the traffic signal and queue jump signal and proceed when indicated.
  - If the first bus pulls forward, the second bus must also pull forward immediately after boarding/alighting customers, and wait behind the first bus while maintaining a safe distance.
  - Operators of the second bus must stay within the bus-only lane and must not leave the lane to pass a bus unless the bus ahead is disabled.
  - If the first bus becomes disabled and has not left the platform by the time the second bus must leave, contact a Controller for instructions.

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CURBING AT BUS BOARDING ISLANDS

Bus boarding islands are concrete islands between a vehicle traffic lane and protected bike lane. Customers can wait, board and alight the bus at service stops on these islands. Unlike service stops at the curbside, Bus Operators can approach bus boarding islands without merging in and out of traffic and without crossing into bike lanes.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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SOP 7026 Making a Left Turn

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **7026 (12-31-23)**	**Page 1 of 4**

Title: **Making a Left Turn**

Issued to: Bus Operators

Approved by: Chief Transit Officer

Supersedes: SOP Making a Left Turn, 7026 (02-28-16)

INTRODUCTION

Before making a left turn, Operators must consider:

- Where to stop, if required, before making the turn.
- How much clearance is available.
- When to begin turning.
- The speed of the bus while turning.
- When to straighten out after turning.

If parked vehicles or other obstructions are in the path of the bus, or if the bus is turning from a one-way street, the turn may begin at a different point than illustrated.

Standards for making a left turn are based on clear weather and road conditions. If other conditions exist, some standards may not apply. Therefore, Operators must use their best judgment when making the turn.

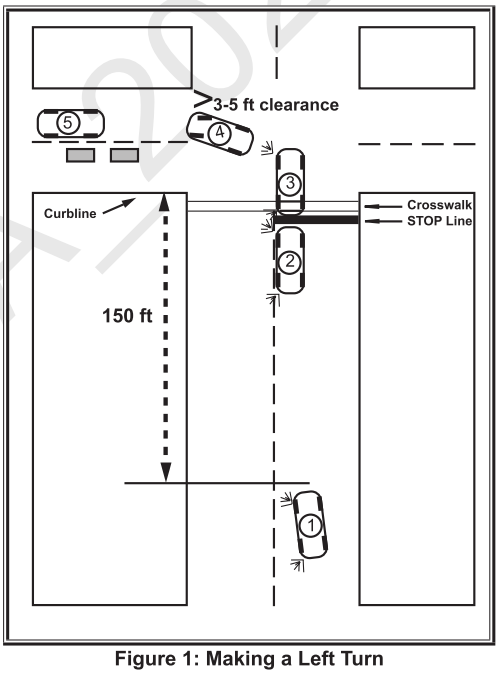

Figure 1: Making a Left Turn

HOW TO COMPLETE A LEFT TURN

(The bus sequence in Figure 1 shows the steps of completing a left turn.)

1. Approach

- At least 150 feet before the intersection:
  - Activate the left-turn indicators.
  - Reduce speed.
  - Move the bus into the left turning lane.
- As the bus gets closer to the intersection, reduce speed to 3 - 5 mph.

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2. Prepare to Turn

- Stop recording fares; concentrate fully on driving.
- Be sure the left turn indicators are on and remain activated.
- Stop at the STOP Line. Do not enter the crosswalk. If there is no STOP Line or crosswalk, stop at the curbline of the street the bus is entering.

3. Enter the Intersection

- Use all exterior mirrors, the front windshield, the Operator's window, front door windows and if equipped, monitor pedestrian warning systems to check that the bus is clear of vehicles, bicycles, e-scooters and pedestrians *before moving the bus*.
- Stop the bus with the front bumper at the center line of the intersecting street.
- Keep the wheels straight while standing.

4. Turn

- Yield the right-of-way to pedestrians who are crossing or entering into the crosswalk on the street onto which the bus will turn.
- When traffic allows, proceed when it is safe to do so.
- Use steady hand-over-hand movement.
- Operate at 3 - 5 mph with your foot over the brake pedal.
- Be prepared to stop if necessary.
- Be aware of the bus front overhang; be especially cautious if vehicles are parked close to the corner curb of the street onto which the bus is turning.
- Use all exterior mirrors, the front windshield, the Operator's window, front door windows and monitor the pedestrian warning systems to check that the bus is clear of vehicles and pedestrians. Also check to maintain proper clearance as you move the bus forward.
- If you are unsure of the clearance, stop, secure the bus, alight and check.

5. Straighten Out

- When no service stop is required after turning (Figure 1):
  - Begin to straighten out when the right front bumper of the bus is about three feet from the curb or parked vehicles.
  - Maintain 3 - 5 feet of clearance from the curb and parked vehicles if possible.
  - After the bus is straightened out, resume normal speed.

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MAKING A SERVICE STOP AFTER THE TURN

Unobstructed Service Stop

When entering a reverse-flow lane or *when a service stop is required after turning and the loading zone is* ***unobstructed*** (Figure 2):

- Begin to straighten out when the right front corner of the bus is 18 inches from the curb.
- Continue 18 inches from the curb until the rear of the bus clears the crosswalk and is parallel to the curb.
- If a service stop is required, curb the bus at the far end of the loading zone to leave room for another bus to enter from behind, as necessary.
- Make the service stop.

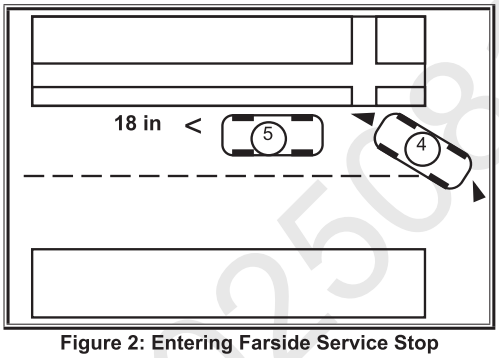

Figure 2: Entering Farside Service Stop

Obstructed Service Stop

When a service stop is required after turning and the loading zone is ***obstructed***, follow the instructions on pages 1 and 2 for making the turn and *be sure to follow these additional steps.* (See Figure 3, page 4).

- As the bus enters the cross street, maintain 3 - 5 feet clearance from the obstruction (parked vehicle, construction barriers, etc.).
- Continue forward, parallel to the obstruction, until the rear bumper of the bus is clear of the crosswalk (use appropriate mirrors).
- Leave at least 6 feet between the bus and the curb.
  - Alert the driver of any obstructing vehicle by sounding the horn or using the exterior speaker.
  - Observe any obstructing vehicle for possible movement.
- Stop the bus parallel to the parked cars or obstruction.
- Make announcements to customers to watch their step boarding and alighting. Kneel the bus to the lowest position. Customers will step from the bus to the street.
  - If you notice that the rear door is blocked by the obstruction, request that customers alight using the front door. Ensure there is enough space for customers requiring ramp assistance.

For additional information on obstructions, see SOPs 7009 *Curbing* and 8098 *Making Service Stops in Construction Areas/ on Reroutes*.

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Publication number: 7026 (12-31-23)	Page 4 of 4
Title: Making a Left Turn	

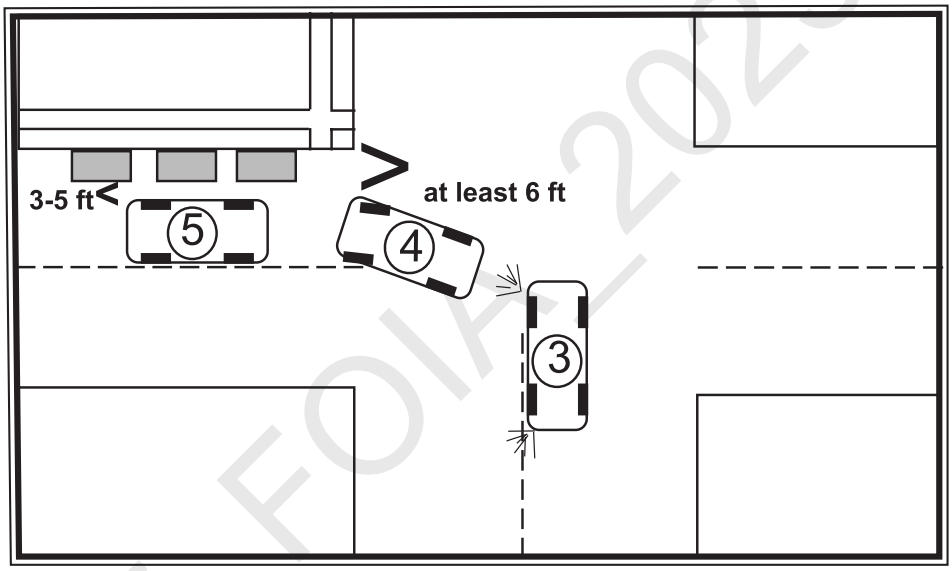

Figure 3: Making an Obstructed Service Stop After the Left Turn

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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R1067_FOIA_20250813

SOP 7027 Intersection Operation

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **7027 (02-25-24)**	**Page 1 of 2**

Title:	**Intersection Operation**
Issued to:	Bus Operators
Approved by:	Chief Transit Officer
Supersedes:	Intersection Operation, 7027 (01-24-16)

INTRODUCTION

An intersection is any point at which two or more roadways come together. The following are illustrations of the five most common types:

Crossroad **"Y" Intersection** **Side Road** **"T" Intersection** **"6 Corner" Intersection**

APPROACHING AND ENTERING AN INTERSECTION

- Closely observe the indication of all traffic signals. Where available, observe the "countdown clock" on pedestrian signals to help gauge the remaining time to enter/cross an intersection.
- Do not enter an intersection on an amber light.
- Only enter an intersection if the entire bus will safely clear the farside crosswalk.
- Concentrate on safety and do not collect fares while the bus is moving.
- Do not interact with customers while the bus is traveling through an intersection.
- Use all exterior mirrors, the front windshield, the Operator's window, and front door windows. If equipped monitor pedestrian warning systems to check that the bus is clear of vehicles, cyclists, e-scooters and pedestrians.
- Release the accelerator pedal and place your foot on the brake pedal to reduce speed.
- Identify the location, direction and speed of other vehicles before entering the intersection.
- Be prepared to make a smooth, safe stop at any time, regardless of who has the right of way or what the traffic signal indicates.
- Keep both hands on the steering wheel.

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Publication number: 7027 (02-25-24)	Page 2 of 2
Title: **Intersection Operation**	

Queue Jump Signals

Some intersections in the bus system have bus-only signals that allow buses to proceed ahead of general traffic after waiting for a red light. (See current bulletins for active locations.)

Figure 2: Queue Jump Bus-Only Signal (shown activated)

Operation of the queue jump signals is automatic. When the bus-only signal activates, a vertical white bar (Figure 2) will appear on the bus signal for several seconds.

At the queue jump intersection, approach the intersection in the curb lane.

- If the light is green, scan your surroundings and cover the brakes while operating through the intersection.
- If the light is red, approach the vehicle stop line (white stripe on the pavement) and observe the bus-only signal. If the bus-only signal is not activated (dark), bring the bus to a full stop.
- When the bus-only signal activates (Figure 2), proceed with caution through the intersection. Start smoothly. Scan your surroundings and be prepared to stop regardless of who has the right of way.

MOVING THROUGH AND LEAVING AN INTERSECTION

- Cover the brake before intersections, crosswalks, driveways and alleys.
- Only after clearing the intersection, gradually resume safe operating speed when it is safe to do so.

Be especially alert for potential hazards at all alleys, driveways or other locations where vehicles, e-scooters, pedestrians or bicyclists may cross into the path of the bus.

Practice safe operation.

Look ahead. Look around. Be seen. Have a plan.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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SOP 7028 Changing Lanes

	Transit Operations Standard Operating Procedure	Publication Number: 7028 (03-26-23)	Page 1 of 2

Title: **Changing Lanes**

Issued to: Bus Operators

Approved by: Chief Transit Officer

Supersedes: SOP Changing Lanes, 7028 (07-19-15)

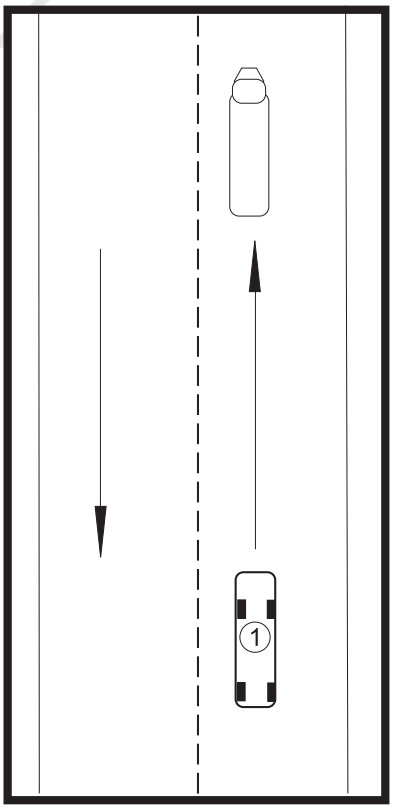
INTRODUCTION

Buses should be operated in the right curb lane, the two right lanes on the expressway or the designated bus lane whenever possible. However, there are some situations which may require you to change lanes.

SITUATIONS THAT REQUIRE CHANGING LANES

- Maneuvering around a parked vehicle or a fixed object.
- Passing slower moving vehicles.
- Moving into the proper lane before making a turn.

These procedures are based on normal operating conditions.



HOW TO CHANGE LANES

Before Changing Lanes

See position (1) in diagram.

- Plan ahead. Activate the proper turn indicator when your bus is two bus lengths (of the bus being operated) before changing lanes.
  (40 foot standard bus X 2 = 80 feet)
  (60 foot articulated bus X 2 = 120 feet)
- Make sure the lane you intend to enter is clear.
- Check your mirrors to view alongside and the rear of the bus.
- Cover the brake pedal.

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Publication number: 7028 (03-26-23)	Page 2 of 2
Title: Changing Lanes	

When Changing Lanes (bus positions (2) and (3) at right)

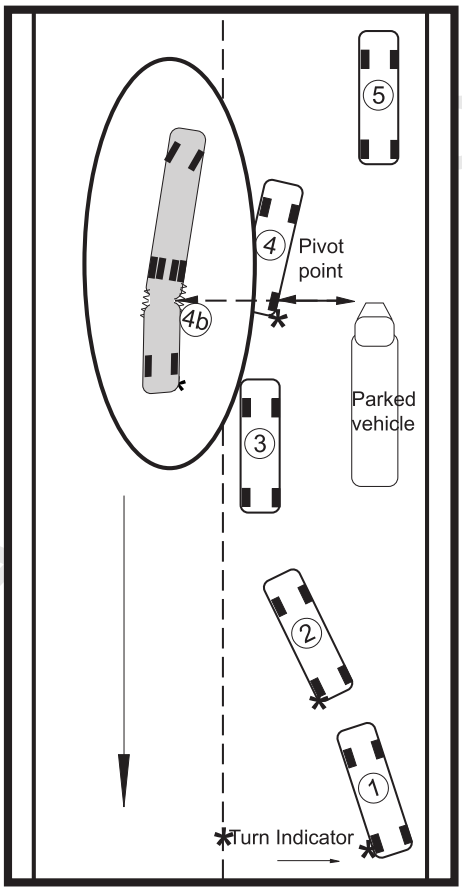
- Start to angle out two bus lengths before reaching the other vehicle or object. (See **Before Changing Lanes**, page 1.) This will allow the bus to be straight while passing.
- Proceed at a gradual angle.
- Maintain 3 to 5 feet of clearance.
- Sound the horn (if needed) to alert the other driver of your intentions to pass.

When Returning to the Previous Lane After Passing a Parked Vehicle (bus positions (4) and (5) at right)

- Activate the proper turn signal.
- Start angling in when the rear wheel (pivot point (4)) is even with the front bumper of the other vehicle or forward edge of the object (use appropriate mirrors).

Note: The pivot point on an articulated bus is the center of the flexible hinge (inset (4b), at right).

- Verify your clearance before starting to angle back into your previous lane.



When Returning to the Previous Lane After Passing a Slow Moving Vehicle

- Activate the proper turn signal.
- Angle in after the ***entire bus*** has cleared the other vehicle (use appropriate mirrors). (Not depicted.)
- Verify your clearance before starting back into your previous lane.

Refer to SOP 7009 *Curbing* for specific procedures for changing lanes when pulling into a bus stop loading zone.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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SOP 7029 Following Moving Traffic

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **7029 (11-27-22)**	**Page 1 of 3**

Title:	**Following Moving Traffic**
Issued to:	Bus Operators, Bus Service Supervisors
Approved by:	Chief Transit Officer
Supersedes:	Following Moving Traffic, 7029 (09-22-19)

INTRODUCTION

When Bus Operators follow moving traffic, they should maintain an adequate cushion of space in front of the bus (following distance). Maintaining this cushion allows Operators the opportunity to process traffic information and make the best driving decisions for the conditions. The safe following distances or appropriate space cushions depend on street, weather and traffic conditions. In addition, customer load increases the weight of the bus, which as a result increases braking distances; the more customers aboard the bus, the greater the distance required for braking. Operators shall practice space cushion driving by doing the following:

- **Look ahead.**

  Watch traffic signals and conditions ahead. Watch out for brake lights, turn indicators, indecisiveness and other indications of other drivers' intentions.

- **Look around.**

  Pay attention to what is happening **all around you**. Look right, left, behind and in mirrors. Do not stare; peripheral vision deteriorates when staring.

- **Have a plan.**

  Be aware of and **anticipate** that other drivers may suddenly turn, slow down or stop. Know what your options are before you have to use them. Be prepared for the unexpected.

- **Be seen.**

  Use turn signals, headlights, the horn and emergency flashers to alert other vehicles, bicycles, e-scooters and pedestrians to your presence.

FOLLOWING DISTANCE

The following guidelines are recommendations to maintain safe following distance. Bus Operators may need to adjust the following distance based on street, weather, traffic conditions and customer load.

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Title: Following Moving Traffic	

On a Dry Street

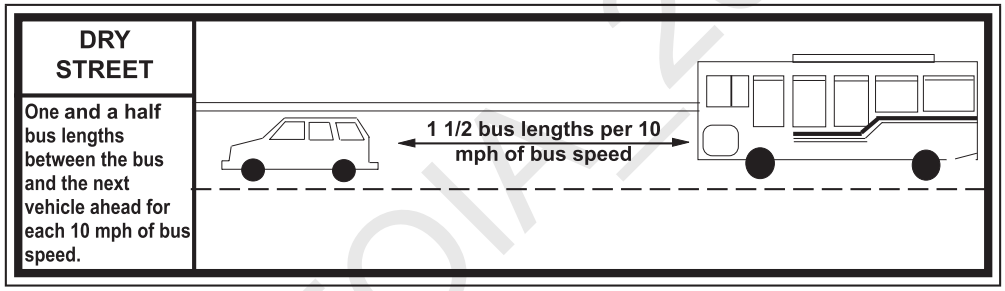
Under conditions of dry, flat pavement, a light load and good visibility, to maintain a safe distance between the bus and the vehicle(s) ahead:

- Allow one and a half bus lengths (of the type of bus being operated) of space ahead for each 10 miles per hour (mph) of bus speed. See SOP 7007 *Starting and Stopping*.

  Examples:

  - Traveling at 20 mph in a standard 40-foot bus, the Operator should allow three bus lengths (3 X 40 feet = 120 feet).
  - For an articulated bus moving at 20 mph, allow three (articulated) bus lengths (3 X 60 feet = 180 feet).

- As customer load increases, it will take longer to stop the bus. Increase the following distance.


DRY STREET
One and a half bus lengths between the bus and the next vehicle ahead for each 10 mph of bus speed.
1 1/2 bus lengths per 10 mph of bus speed

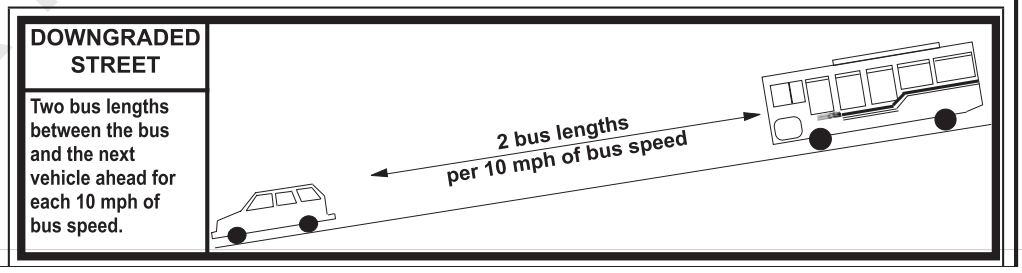
On a Downgraded Street

When traveling downhill, it will take longer to stop the bus than on a flat street and even longer as the customer load increases. Allow two bus lengths of following distance per 10 mph of bus speed when going downhill.

Examples:

- Traveling downhill at 20 mph in a standard 40-foot bus, the Operator should allow at least four bus lengths (4 X 40 feet = 160 feet).
- With an articulated bus moving downhill at 30 mph, allow at least six (articulated) bus lengths (6 X 60 feet = 360 feet).

- As customer load increases, it will take longer to stop the bus. Increase the following distance.


DOWNGRADED STREET
Two bus lengths between the bus and the next vehicle ahead for each 10 mph of bus speed.
2 bus lengths per 10 mph of bus speed

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Publication number: 7029 (11-27-22)	Page 3 of 3
Title: Following Moving Traffic	

During Inclement Weather

The necessary distance between vehicles is affected by inclement weather conditions such as rain, sleet or snow. Pavement may be slippery and visibility may be poor. Any time street and/or weather conditions are less than ideal, use your best judgment and:

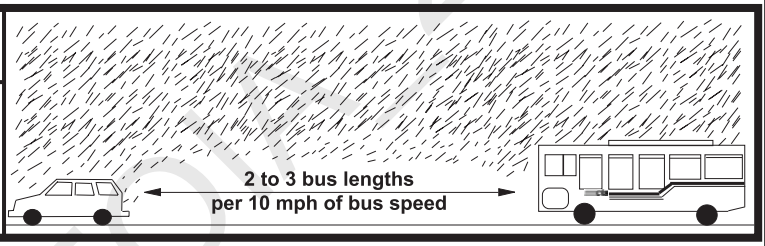
- Allow two to three bus lengths of following distance per 10 mph of bus speed during inclement weather.
- Increase the following distance as customer load increases or as weather conditions worsen. Refer to SOP 7032 *Driving on Slippery Streets* for further details.

  Examples:

  - Traveling in heavy rain at 30 mph in a standard 40-foot bus, the Operator should allow six to nine bus lengths (6 X 40 feet = 240 feet; 9 X 40 feet = 360 feet).
  - With an articulated bus moving at 20 mph, allow four to six (articulated) bus lengths (4 X 60 feet = 240 feet; 6 X 60 = 360 feet).

IN INCLEMENT WEATHER

Allow two to three bus lengths between the bus and the next vehicle ahead for each 10 mph of bus speed.



VEHICLES PASSING THE BUS

If a passing vehicle begins to move into your lane ahead of you:

- Place and keep your foot over the brake pedal.
- Slow down. Stop, if necessary.
- Maintain the space cushion.

Remember: **Watch traffic conditions and signals ahead.**
Anticipate when vehicles will have to slow down or stop.
Be ready to adjust your following distance accordingly.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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R1067 FOR 20250813

SOP 7030 Making a Right Turn

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **7030 (12-31-23)**	**Page 1 of 4**

Title: **Making a Right Turn**

Issued to: Bus Operators

Approved by: Chief Transit Officer

Supersedes: Making a Right Turn, 7030 (02-28-16)

INTRODUCTION

Before making a right turn, the Operator must consider:

- Where to stop, if required, before making the turn.
- How far to angle out.
- How much clearance is available.
- When to begin turning.
- Speed of the bus while turning.
- When to straighten out after turning.

When a bus clears the curb and stays as nearly as possible in its own lane of traffic, the Operator has made a correct right turn.

Standards for making a right turn are based on clear weather and road conditions. If other conditions exist, some standards may not apply. Therefore, Operators must use their best judgment when making the turn.

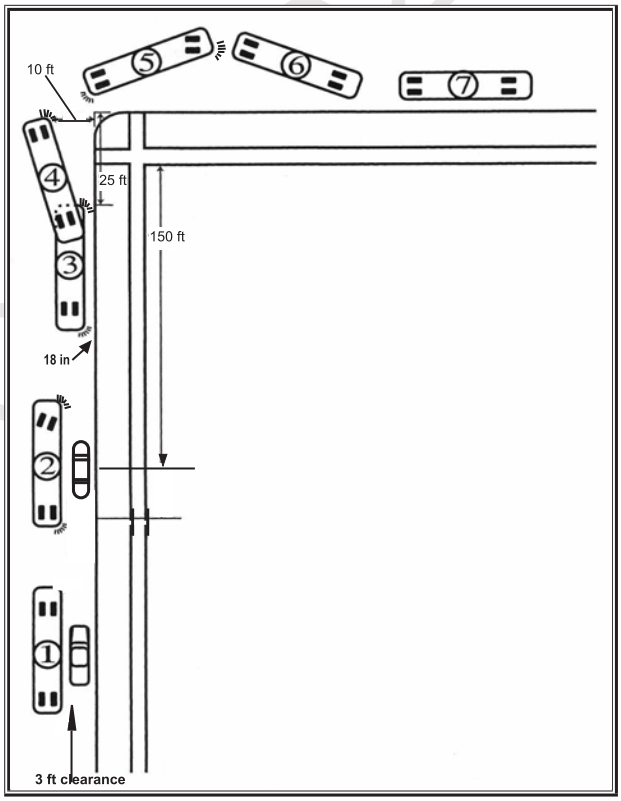

Figure 1: Making a Right Turn

HOW TO COMPLETE A RIGHT TURN

(The bus sequence in Figure 1 shows the steps of completing a right turn.)

1. Approach

- Activate the right-turn indicator 150 feet before the intersection. Be prepared to make a

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Publication number: 7030 (12-31-23)	Page 2 of 4
Title: Making a Right Turn	

service stop 25 feet from the corner if required.

- If a stop is not required, reduce speed to 3 - 5 mph before turning.

2. Make the service stop

- Be sure the right turn indicators are on and remain activated.
- Maintain 3 - 5feet of clearance from all other vehicles (including bicycles and e-scooters), pedestrians and obstructions.
- When passing the last parked vehicle with a standard 40 - foot bus, angle the bus in when the hub of the right rear wheel is even with the front bumper of the parked vehicle. When operating an articulated bus, angle in when the center of its bellow assembly (flexible hinge) is even with the front bumper of the parked vehicle.
- When the right front corner of the bus is 18 inches from the curb, begin straightening out until the entire bus is 18 inches from the curb and then stop 25 feet from the corner.

3. Prepare to turn

- Stop recording fares; concentrate fully on driving.
- Use all exterior mirrors, the front windshield, the Operator's window, front door windows and monitor the pedestrian warning systems to check that the bus is clear of vehicles, bicycles, e-scooters and pedestrians *before moving the bus*. If you are unsure of the clearance, stop, secure the bus, alight, and check.
- Be sure the right turn indicators are activated.
- When traffic allows, proceed when it is safe to do so.
- Angle the bus out until the front doors are about 10 feet from the curb and you can look over your right shoulder down the curb line of the street onto which you will turn. (See Figure 1)

4. Turn

- Operate 3 - 5 mph, with your foot over the brake pedal.
- Use a steady hand-over-hand movement.
- Be prepared to stop if necessary.
- For clearance be aware of the front overhang.
- If the bus must cross the center line of the street onto which it is turning, attempt to prevent it from impeding oncoming traffic approaching from the right.

5. Angle in

- Return to your driving lane.

6. Straighten out

- Straighten out; maintain 3 - 5 feet clearance from the curb or parked vehicles.

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Publication number: 7030 (12-31-23)	Page 3 of 4
Title: Making a Right Turn	

- After the bus is straightened out, resume normal speed.

OBSTRUCTED RIGHT TURN

To make an obstructed right turn, (Figure 2) follow the standard procedure for making a right turn and *be sure to include the following steps*:

- Continually check right- and left-side mirrors, the front windshield, the Operator's window and front door windows, and monitor the pedestrian warning systems to ensure that the bus is clear of vehicles, bicycles, e-scooters and pedestrians before moving the bus. If you are unsure of the clearance, stop, secure the bus, alight, and check.

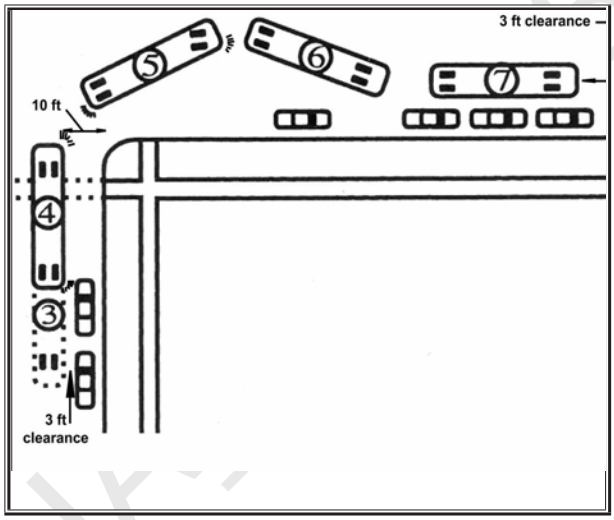

Figure 2: Making an Obstructed Right Turn

- Prepare to make a service stop short of the crosswalk. Do not block the crosswalk.
  - If the rear door is obstructed by the parked vehicle or any other obstacle, request that customers alight using the front door.
  - Make announcements to customers to watch their step boarding and alighting.
  - Kneel the bus to the lowest position. Customers will step from the bus to the street.
- Keep the bus about 10 feet away from and parallel to the curb before starting the turn.
- Be sure the right turn indicators are on and remain activated.
- When traffic allows, proceed when it is safe to do so.
- Without angling out, operate straight forward at no more than 3 - 5 mph, continually checking mirrors and front windows.
- When you can look over your right shoulder down the curb line of the street into which you will turn, use a steady hand-over-hand turning movement to begin the turn.
- Be prepared to stop if necessary.
- Operate at 3 - 5 mph with your foot over the brake pedal.
  - If parked vehicles or an obstruction are near the corner of the street into which you will turn, wait to begin turning until, when looking over your right shoulder, you are in line with the *left side of the parked vehicle or the obstruction*.

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Publication number: 7030 (12-31-23)	Page 4 of 4
Title: Making a Right Turn	

For additional information on obstructions, see SOPs 7009 *Curbing* and 8098 *Making Service Stops in Construction Areas and on Reroutes*.

RIGHT TURN ON RED

Traffic signs are posted at intersections where a right turn on red is *not* permitted or is permitted only at certain times. If no signs are posted, a right turn on red is permitted at that location, **after making a complete stop**, if conditions allow and if it is safe to do so.

Note: "Red Light" cameras, installed at many intersections, photograph vehicles that illegally turn right on red. "Red Light" camera tickets are considered safety violations and will result in discipline.

- Come to a full stop in the right-hand lane.
- Be sure the right turn indicators are activated.
- Continually check the front windshield, Operator's window and front door windows for traffic and pedestrians.
- Yield the right-of-way to any oncoming traffic and pedestrians.
  - *Remember:* The speed of oncoming traffic is approximately ten times your turning speed.
- Proceed cautiously and when it is safe to do so.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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SOP 7032 Driving on Slippery Street

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **7032 (11-27-22)** **Reissued 12-15-24**	**Page 1 of 2**

Title:	**Driving on Slippery Streets**
Issued to:	Bus Operators, Bus Service Supervisors
Approved by:	Chief Transit Officer
Supersedes:	Driving on Slippery Streets, 7032 (11-27-22)

INTRODUCTION

As soon as you notice rain, sleet, snow, or ice, drive as if the streets are already slippery. When the first drops of rain, sleet or snow hit the street surface, oil on the street surface forms droplets creating a hydroplaning risk. Streets can be the most slippery and dangerous at the start of inclement weather. Remember that metal surfaces such as rails, maintenance hole covers, grates over bridges and metal plates on the street, as well as paper and leaves, are also slippery surfaces.

To maintain control of the bus, when the first few flakes of snow or drops of rain appear, turn on the windshield wipers and defroster and adjust your following distances. Headlights must be on at all times during operation, in all types of weather.

Reduce speed and increase your stopping distances to maintain control of the bus. Remember that safety is the first priority. Be aware that other drivers, cyclists, e-scooter riders and pedestrians are also coping with slippery conditions.

WHEN STARTING UP

- Depress the accelerator pedal lightly.
- If drive wheels begin to spin or sideslip in the slightest, release the accelerator pedal immediately.
- Depress the accelerator pedal lightly again, releasing it immediately if drive wheels spin or sideslip again.
- Repeat until the bus moves without spinning or sideslipping.

WHEN APPLYING BRAKES

- Begin much sooner than you would on a dry street.
- Depress the brake pedal normally.
- If wheels begin to slide, the anti-lock system will activate and prevent the wheels from locking.
- If you feel vibration in the brake pedal at this time or if you hear rapid, repeated release of air pressure:

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Publication number: 7032 (11-27-22)	Page 2 of 2
Title: Driving on Slippery Streets	

- Do not release pressure on the brake pedal. Continue braking. The anti-lock and automatic traction control systems have engaged and will provide the safest, quickest stop.
- As the bus slows down, reduce pressure slightly on the brake pedal for a smooth stop. By the time the bus is nearly stopped, very little brake pressure should be needed to bring the bus to its final stop.

WHEN FOLLOWING MOVING TRAFFIC

- Increase following distance.
- Allow additional distance that may be required for braking.
- Allow greater following distance as the street becomes more slippery.
- Avoid quick or abrupt turning movements to reduce the possibility of skids.

For greater detail, refer to SOP 7029 *Following Moving Traffic*.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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SOP 7033 Leaving a Service

	Transit Operations Standard Operating Procedure	Publication Number: 7033 (08-09-15)	Page 1 of 1

Title: **Leaving a Service Stop**

Issued to: Bus Operator

Approved by: Chief Transit Operations Officer

Supersedes: Leaving a Service Stop, 7033 (04-27-14)

INTRODUCTION

When an operator leaves a service stop, the bus re-enters the traffic flow. To ensure that this transition is safe and smooth, follow these procedures.

PREPARE TO MOVE

- Use all mirrors to check that boarding and alighting customers are clear of doors.
- Check that any customer placing or removing a bicycle from the rack is clear of the bus before proceeding. (Refer to SOP 8174 *Bicycle Access on the Bus System*.)
- Check the right side exterior mirror for intending customers. Wait for anyone hurrying to catch the bus.
- Follow priority seating procedures and other rules that govern assisting seniors and customers with disabilities.
- Close the doors.
- Allow customers the opportunity to hold on to a stanchion, railing or strap.
- Check that the intended path of the bus is clear of all vehicles (watch for motorists attempting to make a right turn in front of the bus) and pedestrians and that the traffic signal (if any) indicates proceed.
- Signal your intentions; activate the correct turn indicator.
- Keep your eyes moving and check all mirrors.
- Take your foot off the brake pedal.
- Follow standard operating procedures for starting, moving forward and gradually gaining 3-5 feet of clearance from the curb (SOPs 7007, 7003).
- If parked vehicles or fixed objects prevent this, follow standard operating procedure for *Changing Lanes* (SOP 7028).

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SOP 8063 Backing and Wyeing Standard Buses

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **8063 (08-04-24)**	**Page 1 of 4**

Title: **Backing and Wyeing Standard Buses**

Issued to: Bus Operator, Supervisor, Instructor

Approved by: Chief Transit Officer

Supersedes: SOP Backing and Wyeing Standard Buses, 8063 (01-24-16)

INTRODUCTION

Backing and wyeing a bus may become necessary if the bus is blocked and must be turned around. Notify the Bus Controller before backing and wyeing a bus. (See SOP 7021 *Reporting Trouble* for details.)

WARNING

When backing your bus, you must have a responsible person (spotter) assist you outside of the bus to check clearance, traffic and for pedestrians and cyclists.

The spotter must be a Supervisor, Instructor, a CTA employee experienced as a Bus Operator, or a police officer or firefighter.

The spotter must remain visible to the Operator in the left side mirror at all times during the procedure.

Before moving the bus:

- Instruct the spotter what the moves will be to turn the bus around.
- Discuss the indicators of where the bus must make its turns (see **Approach**, below).
- Discuss hand signals. The spotter and Operator must agree. Commonly used signals include crossing arms in X formation for stop and waving an arm toward one's body to indicate go.

HOW TO BACK AND WYE THE BUS

(See illustration of a right-hand wyeback, page 3 and a right-hand wyeback on a blocked street, page 4.)

1. Approach

- Cross the intersection into which you intend to back the bus.
- Pull the bus parallel to the curb or alongside parked vehicles. Maintain 3 feet clearance from the curb or parked vehicles.
- Stop when the spotter indicates that the rear bumper of the bus is even with the curb line (or even with the street side of any parked vehicles) of the street that you will be backing into.

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2. Prepare to Wye Back

- Place the gear selector in **Neutral** and apply the parking brake.
- Activate the emergency flashers.
- Check all mirrors to make certain that vehicles, pedestrians and fixed objects are clear of the bus.
- Await a signal from the spotter that the bus is clear and may begin backing up.
- When backing the bus during night hours, turn off the interior lights.

3. Backing

- Place the gear selector in **Reverse**.
- *Before moving the bus*, turn the steering wheel to the right (toward the curb).
- In buses *without* an automatic backing alarm bell, start sounding the horn intermittently to alert pedestrians that the bus is backing up.
- Apply the service brake, release the parking brake and when signaled by the spotter, begin backing the bus at a speed no greater than 1 mph.
- Continue to check the mirrors on both sides, staying alert for oncoming traffic, pedestrians, and parked vehicles alongside and on the street into which you are backing up.
- Always maintain a 3 foot clearance from the curb or parked vehicles.

4. Stop Even with the Curb Line

- Continue backing the bus until its front bumper is even with the curb line of the street you are backing away from.
- Turn off the emergency flashers.

5. Proceed in the Opposite Direction

- Make a proper left turn onto the original street.
- Proceed in the opposite direction.

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WYEING BACK

In Figures 1 and 2 below,

- The numbers on the buses correspond to the steps on pages 1 and 2.
- The ☒ symbols correspond to spotter locations during the maneuver.

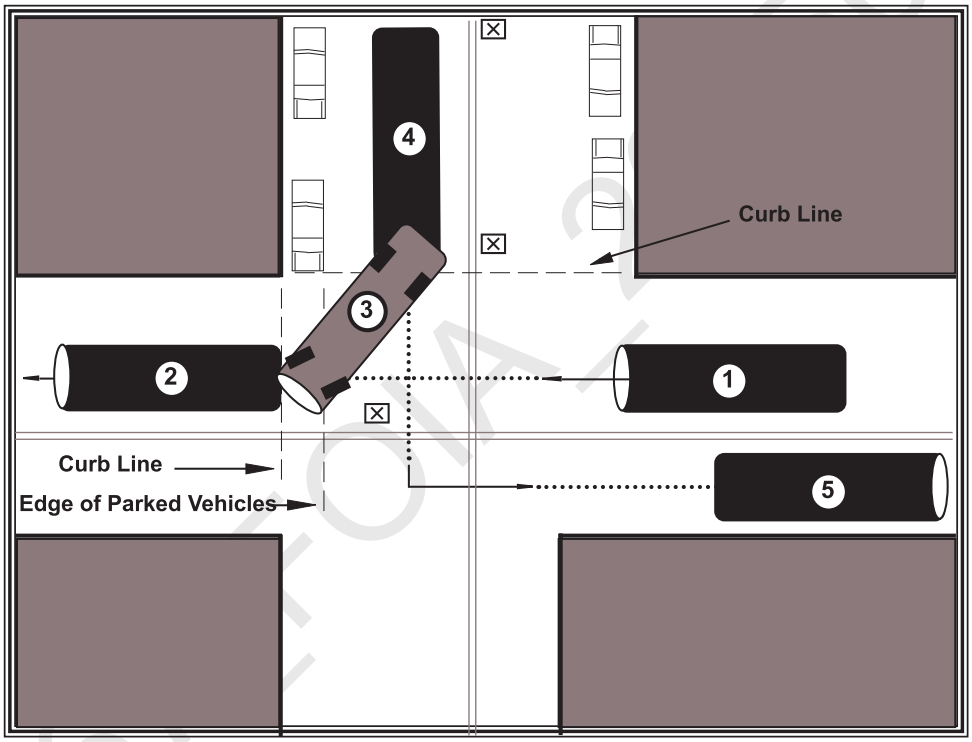

Figure 1: Right-Hand Wyeback

#2 bus position above: Before backing the bus, the rear bumper must be in line with the curb of the cross street into which the bus will back up. If parked vehicles are present on that street, after stopping at the curb line, back straight until the rear bumper is in line with the street-side of the parked vehicles. Stop the bus, turn the wheels to the right.

#3 bus position above: When given a proceed indication from the qualified person outside the bus, proceed with backing into the cross street.

If a right-hand wyeback cannot be made as shown in Figure 1 because there is only space to turn left or right, **do not attempt a left-hand wyeback.**

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Instead of the wyeback shown in Figure 1, first make a normal left turn. Stop with the bus positioned as shown by bus position #2 in the diagram below, when the rear bumper of the bus is even with the curb line or even with the street side of any parked vehicles.

Then perform a right-hand wyeback and proceed in the opposite direction.

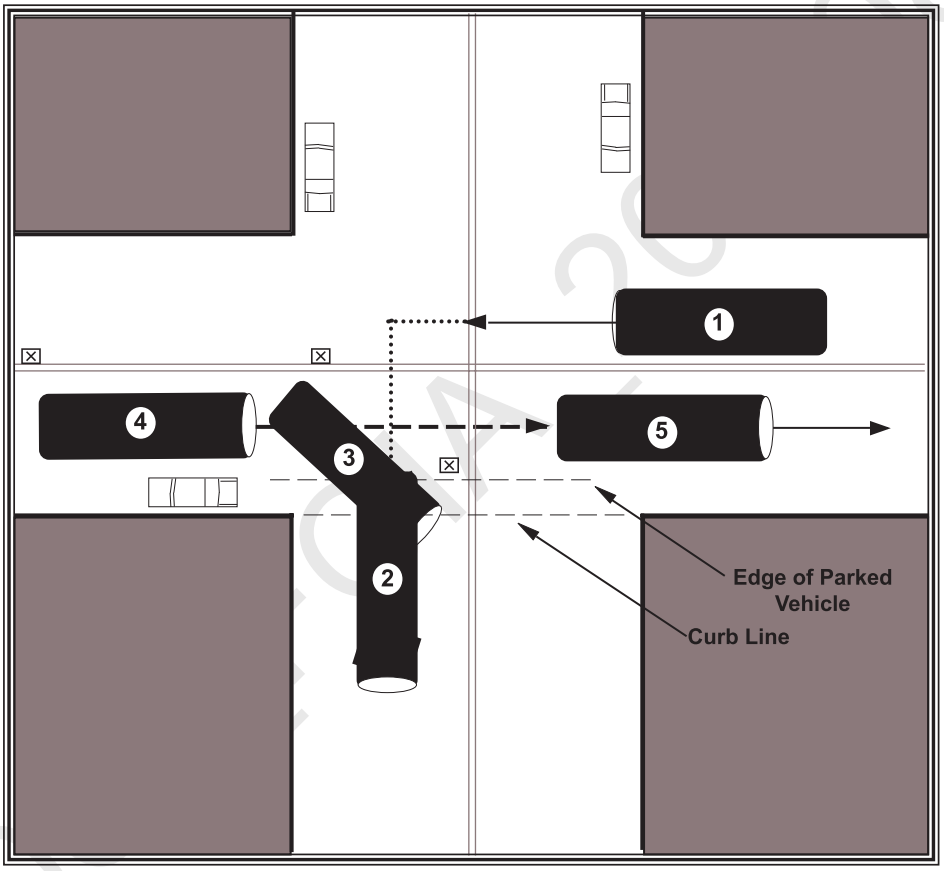

Figure 2: Right-Hand Wyeback When a Street is Blocked

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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SOP 8098 Making a Service Stops in Construction Areas

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **8098 (05-26-24)**	**Page 1 of 3**

Title:	**Making Service Stops in Construction Areas and on Reroutes**
Issued to:	Bus Operators
Approved by:	Chief Transit Officer
Supersedes:	SOP Making Service Stops in Construction Areas and on Reroutes, 8098 (02-28-16)

INTRODUCTION

Conditions may arise — due to construction or a variety of obstructions to service such as flooding, accidents, fires, etc. — which prevent CTA buses from operating over their regular routes. At such times, Operators must make every effort to minimize inconvenience to customers, maintain safety and be mindful of customers with disabilities who may require assistance, additional information or additional time to reach a position of safety before departing.

- Be aware of bus stop conditions. If street and/or curb conditions require that any customers must board or alight from/to street level, kneel the bus to its lowest possible position, as street conditions allow. See SOP 7009 *Curbing*.
- Use appropriate turn indicators to signal pedestrians and motorists of the bus's intended moves. Others outside of the bus may not anticipate the bus stopping in unusual locations.
- See SOP 7021 *Reporting Trouble* for guidance on reporting situations to the Controller that may require reroutes.

IN CONSTRUCTION AREAS

- Where temporary bus stop zones and signs have been posted, allow customers to board and alight at the designated temporary bus stops.
- Where temporary bus stops are not posted, stop clear of hazardous areas of which you are aware and caution alighting customers.
- If the rear doors are obstructed or will open onto uneven ground, gravel, debris, or other construction materials/equipment, do **not** open the rear doors. Make a manual announcement advising customers to use the front doors to exit the bus.
- If there is construction equipment in the area, observe clearance carefully. Maintain 3-5 feet of clearance if possible. If unsure of clearance, stop, secure the bus, alight and check. Keep alert for workers and moving equipment, and warn customers to watch their step and use caution when alighting.

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Publication number: 8098 (05-26-24)	Page 2 of 3
Title: Making Service Stops in Construction Areas and on Reroutes	

ON REROUTES

Announcements for All Reroutes

Always inform your customers as soon as possible whenever any deviations from regularly scheduled service occur. Inform all boarding customers of the approaching reroute. ***Failure to announce all stops is a violation of the Americans with Disabilities Act (ADA)***.

- If the Automated Voice Annunciator System (AVAS) system is unavailable or is out of "sync" with stops on the reroute, use the public address (PA) system to advise customers of your intended reroute. Make manual announcements using the PA system:
  - At the point of divergence from the scheduled route.
  - At every turn to state the change in direction of travel and the current cross streets.
  - To announce the cross streets of every off-route stop.
  - To state the route number and destination.
  - To inform customers on connecting or intersecting routes and major locations or attractions.
  - When the bus returns to its scheduled route.
- **If the PA system does not work, make all announcements loudly and clearly.**
- Be patient and courteous in answering customers' questions regarding the reroute.

See SOP 8165 *In-Service Communication: Manual Bus Announcements* for more on manual announcments.

Reroute Stop Locations

Stopping at an alternate bus stop or changing a route will greatly impact the boarding and alighting of customers with disabilities, especially those using mobility devices or who are blind, have a visual disability, are deaf or have a hearing disability.

Make sure you are at a location that will enable a customer who uses a wheelchair or other mobility device to safely board or alight the bus.

If you see a customer who appears to have a visual disability or who appears to be blind waiting at an alternate stop, make every effort to accommodate the individual, as they may be unable to read posted signs.

Remember:	**Any time a person with a visible or self-identified disability boards the bus, make a general offer of assistance. If they accept your offer, provide assistance as necessary.**

- **When rerouted to another CTA bus route:**
  - **Stop at the designated bus stops for that route.**
  - Advise intending customers of your route and destination and make route and stop announcements using the PA system.

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Publication number: 8098 (05-26-24)	Page 3 of 3
Title: Making Service Stops in Construction Areas and on Reroutes	

- If the PA system is unavailable, clearly announce all stops and other announcements, loudly enough to be heard throughout the bus.

- **If rerouted over a street that is not a regular bus route,**
  - **Stop at all locations corresponding to stops on the regular route.**
  - Make repeated manual announcements using the PA system of the route and destination.
- Honor all service stops when operating over the reroute.

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SOP 8132 Mirror Adjustment and Use

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **8132 (02-26-23)**	**Page 1 of 4**

Title:	**Mirror Adjustment and Use**
Issued to:	Bus Operators
Approved by:	Chief Transit Officer
Supersedes:	Mirror Adjustment and Use, 8132 (01-24-16)

INTRODUCTION

Before operating a bus, during the pre-pullout systems check, adjust all mirrors. They must be aligned so you are able to see, with minimal head movement, what is occurring in and around the bus. This enables you to immediately be aware of any situation that requires prompt defensive action. Mirrors may also need to be adjusted at the start of a relief; request assistance from the departing Operator if needed.

Before checking and adjusting the mirrors, be sure the Operator's seat is adjusted correctly for safety and comfort. All series of buses have the following mirrors:

- Exterior left side-view, flat and convex.
- Exterior right side-view, convex.
- Interior rear exit door, round and convex.
- Interior rear-view, flat.

Some series of buses have:

- Interior front door, convex.
- Interior rear exit door, flat.
- Bicycle rack view (mounted on windshield header, above the run number sign), convex.
- Seat(s)-behind-Operator view, convex.

If any mirror is not fully functional during the pre-pullout systems check, adjust by hand. If it is still not functional, notify maintenance personnel, Supervisor or Manager to request another bus.

If a mirror breaks while in service or becomes unusable, report this condition to the Controller. Complete a *Defective Bus* card and in the "Remarks" section of CTA Form 3545 *Bus Operator Daily Report,* note what happened and what was broken. With any broken mirror, be especially mindful of traffic because your field of vision has been reduced.

Perform the procedures on the following pages to properly adjust the mirrors.

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cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **8132 (02-26-23)**	**Page 1 of 4**

Title: **Mirror Adjustment and Use**

Issued to: Bus Operators

Approved by: Chief Transit Officer

Supersedes: Mirror Adjustment and Use, 8132 (01-24-16)

INTRODUCTION

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Before checking and adjusting the mirrors, be sure the Operator's seat is adjusted correctly for safety and comfort. All series of buses have the following mirrors:

- Exterior left side-view, flat and convex.
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- Interior rear exit door, round and convex.
- Interior rear-view, flat.

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Perform the procedures on the following pages to properly adjust the mirrors.

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Publication number: 8132 (02-26-23)	Page 2 of 4
Title: Mirror Adjustment and Use	

Mirror	Making Adjustments	Mirror Breaks *(while in service)*
 Figure 1a: Exterior Left Side-View Square Flat Mirror and Round Convex Mirror **Figure 1b: NOVA Exterior Left Side-View Square Flat Mirror and Round Convex Mirror** **Figure 1c: Proterra Exterior Left Side-View**	All buses are equipped with dual left side mirrors. ● All New Flyer buses have a manually adjustable square, flat mirror and a separate round, convex (wide angle) mirror (Figure 1a). ● NOVA buses have an electrically adjustable square, flat mirror and a separate round, convex (wide angle) mirror (Figure 1b). ● Proterra buses have electrically adjustable flat and convex mirrors in a single housing (Figure 1c). Adjust the flat mirror so you can see the left side of the bus from the rear of the front wheel to the rear of the bus. The flat left side mirror does not cover the area immediately to the operator's left. Observe this area directly and with the convex (wide angle) mirror to be sure the area is clear before moving away from a curb or changing lanes to the left.	● Flat Mirror or Convex Mirror - Curb bus. - Place shift selector in neutral. - Apply parking brake. - Contact Controller for instructions.
 Figure 2: Exterior Right Side-View	Adjust this convex mirror so you can see the right side of the bus and the areas outside the front and rear doors (Figure 2). When adjusting this mirror, ensure the mounting arm projects straight forward from the bus, not at an angle away from the bus. You can also use this view to identify the pivot point of the bus.	● Curb bus. ● Place shift selector in neutral. ● Apply parking brake. ● Contact Controller for instructions.

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Publication number: 8132 (02-26-23)	Page 3 of 4
Title: Mirror Adjustment and Use	

Mirror	Making Adjustments	Mirror Breaks *(while in service)*
 Figure 3a: Interior Front Door **Figure 3b: Proterra Interior Front Door**	Adjust the interior convex front door mirror (Figure 3a and 3b) so you can see the front door stairwell and the area immediately outside the front door when the door is open.	• Continue in service. • Contact Controller at earliest opportunity.
 Figure 4: Interior Rear Exit Door Convex Mirror **Figure 5: Interior Rear Exit Door Flat Mirror**	Adjust the convex mirror above the rear stairwell (Figure 4) so you can see the rear door stairwell and the area immediately outside the exit door when the door is open. **Note:** Some buses (Proterra and 7900 series NOVA buses) have a round flat mirror mounted on the windshield header for viewing the rear exit door (Figure 5).	• Continue in service. • Contact Controller at earliest opportunity.

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Title: Mirror Adjustment and Use	

Mirror	Making Adjustments	Mirror Breaks *(while in service)*
Figure 6: Interior Rear-View	Adjust this flat mirror on the back of the destination sign cabinet (Figure 6) so you can see the widest possible view of the bus interior. When aligned, you can see out the rear window and many of the right side windows toward the back of the bus. You can also use this view to identify the pivot point of the bus.	• Continue in service. • Contact Controller at earliest opportunity.
Figure 7: Interior Bicycle Rack View	Hanging down near the destination sign cabinet (in the upper right of the windshield), this convex mirror (Figure 7) provides a clear view of the bicycle rack. When aligned, the Operator can see the entire bicycle rack out of the front windshield. **Note:** Some buses do not have this mirror.	• Continue in service. • Contact Controller at earliest opportunity.
Figure 8: Behind Operator View	Located on the front door header, adjust this convex mirror (Figure 8) to provide a clear view of the seat(s) immediately behind the Operator.	• Continue in service. • Contact Controller at earliest opportunity. • Be aware of person(s) behind you.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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SOP 8218 Roadside Safety - Use of Triangular Safety Reflector

	Transit Operations Standard Operating Procedure	Publication Number: 8218 (02-28-16)	Page 1 of 2

Title: **Roadside Safety - Use of Triangular Safety Reflectors**

Issued to: All Bus Transit Operations Personnel, Bus Controller

Approved by: Robert L. Smith
Chief Transit Officer

Supersedes: Roadside Safety - Use of Triangular Safety Reflectors, 8218 (07-29-12)

INTRODUCTION

If a bus becomes disabled while on the street due to an accident, a mechanical defect or any unsafe condition, customers, employees and the bus must be protected from traffic until the bus is repaired and/or removed from the street and customers are safely able to continue their trips.

- Notify the Controller.
- Avoid stopping the bus in a traffic lane, if possible.
- Use correct turn signals and follow standard operating procedures for changing lanes, pulling over or pulling off the road.
- If a defect causes an alarm to sound, the defect may cause the bus to shut down. Press the STOP ENGINE OVERRIDE switch within 15 seconds of the alarm to delay engine shutdown by 60 seconds to allow time to move the bus out of traffic.

  Buses must only be operated in "local" lanes of expressways to ensure access to a safe shoulder on which to pull over. "Express" lanes have restricted access and usually have narrow (or no) shoulders.
- Inform customers of the status of the bus.

PROTECTION FROM TRAFFIC

Protect customers, employees, responding personnel and the bus from traffic.

- Turn on the hazard warning flashers and marker lights.
- Pull the bus completely out of traffic and onto the shoulder of the roadway, if possible.
- Advise customers to remain on the bus for their own safety, unless the accident, defect or Controller's instructions dictate that the bus must be evacuated.
  - If the bus must be evacuated, follow all standard operating procedures for emergency evacuation of the bus as specified in SOP 8110, *Emergency Evacuation of Bus*.
  - If the bus cannot remain in service, assist customers with information to help them complete their trips via another bus or train.
- ***Within 10 minutes of stopping, set up three triangular safety reflectors, regardless of the time of day.*** (Illinois CDL regulations) ***Be aware of your own safety when doing so.***
- Wait for the follower to arrive so customers can be transferred.
- Direct the follower to park in *front* of the disabled bus.

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Publication Number: 8218 (02-28-16)	Page 2 of 2
Title: Roadside Safety - Use of Triangular Safety Reflectors	

- Direct customers to leave the bus and board the follower's bus.
- Assist customers in changing buses. Pay particular attention to seniors and customers with disabililties.

Placement of Safety Reflectors

Safety reflectors must remain in place until the bus is removed from the location. The type of road determines where the reflectors must be placed.

- **One-Way Traffic (Expressway, Divided Highway, One-Way Street)**

  If you must stop the bus on or by a one-way street or road, the reflectors must be placed behind the bus, at the distances shown in Figure 1. This alerts traffic approaching from the rear.

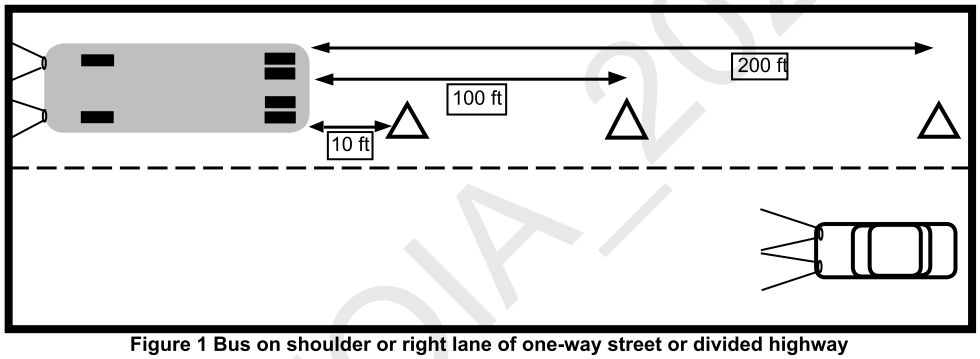

Figure 1 Bus on shoulder or right lane of one-way street or divided highway

- **Two-Way Traffic (Undivided Highway, Two Lane Road with Traffic in Both Directions, Two-Way Street)**

  If you must stop the bus on or by a two-way street or road, place the three reflectors as shown in Figure 2. This alerts traffic approaching from both the front and rear.

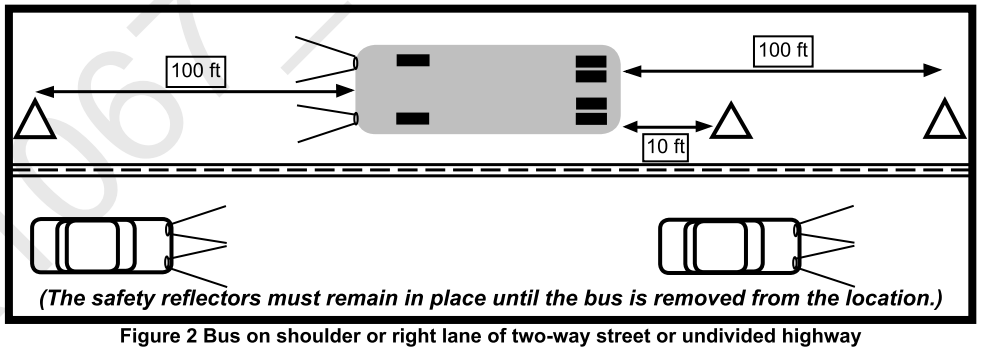

Figure 2 Bus on shoulder or right lane of two-way street or undivided highway

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment, and personal safety in the performance of these procedures.

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DAY THREE

Bus Operator Training

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SOP 7008 Pre-Pullout Systems Check, Bus

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **7008 (05-08-22)**	**Page 1 of 10**

Title:	**Pre-Pullout Systems Check – Bus**
Issued to:	Bus Operators
Approved by:	Chief Transit Officer
Supersedes:	Bulletin G35-12 Bus Operator Log-on Procedures, SOP Pre-Pullout Systems Check – Bus, 7008 (08-02-15)

INTRODUCTION

To ensure the safety, cleanliness and overall reliability of the buses taken into service, Bus Operators must conduct a thorough pre-pullout systems check before taking any bus from the garage and when reaching the first terminal after making a relief.

AT THE GARAGE

At the garage, report to sign-out at least **ten minutes** before your scheduled pullout time. If any defects are observed:

- Notify sign-out personnel **immediately**.
- Complete CTA Form 4946 *Defective Bus.* (See SOP 8048 *Form Reports: Defective Bus*).
- Note the defect on CTA Form 3545 *Bus Operator's Daily Report*.

When making a relief, and after performing a complete systems check at the first terminal after making the relief, report any defects to the Controller via the Transit Control Head (TCH) and record the defects on the two forms listed above.

Listed below are items that must be checked.

APPROACHING THE BUS

Check that:

- No one is under the bus.
- No one is working around or at the rear of the bus.
- There are no fresh puddles under the bus (oil, antifreeze, etc.).
- There are no suspicious packages, items or devices on the underside of the bus.

BOARD THE BUS

Check that:

- The parking brake is applied.
- The shift selector is in the NEUTRAL (N) position.

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- The Master Control Switch is in the STOP ENG position.

START THE BUS

- Turn the Master Control Switch to DAY RUN.
- Check that all dashboard indicator lights are on, indicating that none of the bulbs are burned out.
- Press the starter button without depressing the accelerator pedal.

Warning: Do not press the starter button longer than 15 continuous seconds. Wait one minute before attempting to start again.

- Turn the Fast Idle Switch on after the engine has started.
- Turn the Master Control Switch to NIGHT RUN. Turn on the hazard light switch.

Check that:

- The Check Engine and Stop Engine lights remain lit for only a few seconds after starting the bus.
- The oil pressure light is off and the buzzer has stopped sounding.
- The generator (red) light is off.

EXTERIOR CHECK

Check that:

- There are no flat tires.
- All lug nuts are in place and appear to be tight.
- Excessive oil is not leaking from the hubs.
- All compartment doors are closed and latched.
  - The battery shut-off compartment door on New Flyer buses must be *locked*. If it is not locked, notify sign-out or maintenance personnel to lock it before the bus leaves the garage.
  - The rear engine compartment door on all buses must also be *locked*. If it is not locked, notify sign-out or maintenance personnel to lock it before the bus leaves the garage.
- Advertising frames are secure.
- There is no fresh body damage to the bus.
- There are no broken or burned out lights; all lights are functioning properly.
- There are no broken mirrors.
- There are no broken or etched windows and that windows are secure.

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Publication number: 7008 (05-08-22)	Page 3 of 10
Title: Pre-Pullout Systems Check – Bus	

- There is no graffiti.
- The destination sign is functioning properly.
- Windshield wipers have blades.
- The body of the bus is level.

INTERIOR CHECK

Check that:

- All steps and the floor are free of tripping hazards.
- The front door step lights are on.
- The farebox has a cash box and the door of the cash box is securely closed.
- The Ventra Driver Terminal (DT) and Mobile Validator (MV) are securely mounted.
- The fire extinguisher has an unbroken seal, it appears functional (e.g. no visible damage) and its maintenance tag has an inspection date within six weeks of the current date.
- The bus is equipped with three triangular safety reflectors.
- The Door Master Switch is on.
- The green light above the rear doors comes on when the door handle is in the REAR DOOR OPEN position. Leave the door handle in this position while checking the doors.
- Seats and stanchions are clean and secure, with no cut cushions or protruding screws.
- There are no packages, boxes, backpacks, etc. under/behind seats, stairwells, etc. Be alert for suspicious items or devices.
- All wheelchair securement devices, including wheel clamps, restraint straps and lap belts are in proper working condition.
- The wheelchair securement compartment (if so equipped) contains a total of six belts.
- All customer signals work, including the wheelchair customer signal.
- Rear exit doors open and close properly. (After checking, place the door control handle back in the DOORS CLOSED position.)
- The rear exit door Passenger's Emergency Release handle works properly. (Pull the red emergency knob down, open the doors and then reset them using the door control handle.)
- Roof emergency escape hatches and ventilation hatches are closed and secure.
- The bus interior is clear of graffiti and debris.
- Windows are secure and not broken or etched.
- All interior lights are on (with the Master Control Switch in the NIGHT RUN position).
- The interior temperature is normal. In cold weather, check after one trip.

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Title: Pre-Pullout Systems Check – Bus	

- The run box works; enter the proper run number.
- The door air shut-off valve ("butterfly") is on.
- The Fast Idle Switch is off.
- The front doors open and close properly.
- The front door step light goes out when the door closes.
- The front door Passenger's Emergency Release handle works properly. (Pull down on the red knob to open the doors. Push it back up to reset.)
- The operator's seat and steering wheel are adjusted properly.
- The operator's seat belt works and is secure.
- Brakes function properly. Make a test stop.
- The bus kneels and raises properly.
- The ramp works properly.
- You are logged on to the farebox. (See SOP 8195 *Verifying and Recording Fares Using the Electronic Farebox*.)
- All mirrors are adjusted properly. (See SOP 8132 *Mirror Adjustment and Use*.)
- Turn signals work.
- The headlight high beam is off (indicator light is off).
- The public address (PA) system works.
- The heater/defroster/air conditioning are working properly.
- The horn works.
- The destination sign is correct and the compartment door is closed.
- Windshield wipers work and the windshield washer has fluid.
- Air pressure is at least 105 psi and that the buzzer has stopped sounding.
- The rear door interlock works properly.
  - The accelerator pedal should not be hard to depress.
  - The engine should not accelerate and the bus should not move.

SYSTEMS CHECKS

Automatic Voice Annunciator System (AVAS)

- After starting the bus, close all doors and wait two minutes for the AVAS to initialize.

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Title: Pre-Pullout Systems Check – Bus	

- Correctly log on to the Clever Devices system with your employee ID number, run number and the Secure Bus Access (SBA) four-digit personal identification number (PIN) printed in bold on the receipt from the tap box at the check-in window or schedule booth. (See SOP 8255 *Bus Operations Check-In Procedure to Obtain a Secure Bus Acccess (SBA) PIN*.)
  - The PIN is only valid for 24 hours.
  - If an Operator must tap in a second time, they should use the most recently issued PIN when logging on to the Clever Devices system. (See SOP 8177 *Clever Devices On-Board Bus Technology Operation (AVAS, SBA, CleverCAD*.)

Note: Operators must not log on manually unless instructed to do so. For more information, refer to SOP 8177 *Clever Devices On-Board Bus Technology Operation (AVAS, SBA, CleverCAD)*.

- Enter the garage and run number.
- Check that the TCH and DT display the correct route and bus information and display their main screens properly.
- Check that the blue and green LEDs on the MV are illuminated and that the MV displays the blue tap card screen.
- Touch your Employee ID to the MV card reader. "Go" should display on the DT and the MV.

Note: If the AVAS, TCH, Ventra DT or MV, or any other communication or fare collection system does not function properly, see sign-out or maintenance personnel immediately.

- Check that the operator's PA microphone functions properly.
- Check PA system operation by selecting and playing a public service announcement.
- Check that the exterior destination sign and the run number sign display the correct information. If not, obtain two correctly printed paper destination/route number signs from sign out personnel. Place one sign in the lower right portion of the windshield in such a way that it does not block or otherwise obstruct the Operator's view of the bicycle rack, the street and/or pedestrians, and that the run number box remains visible from outside the bus. The second sign should be affixed to the (curb) side of the bus. At each stop the Operator will need to announce the route.
- Check that exterior speakers are working when either the front or rear doors are opened.
- If AVAS fails to make announcements correctly, the Bus Operator must make announcements using the PA. If the PA is unavailable, the Bus Operator must make announcements by voice alone, clearly and loudly enough to be heard throughout the bus.
- Be sure to report all defects to the Controller via the TCH. Additionally, note them on a CTA Form 4946 *Defective Bus* card and on CTA Form 3545 *Bus Operator's Daily Report*.
  - Refer to SOP 8048 *Form Reports: Defective Bus* for additional information on completing the *Defective Bus* card.
  - Leave the Defective Bus card in the bus when you return to the garage, or when a relief Operator takes over. Keep the pink copy.

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Note: If the AVAS is not correctly oriented after opening and closing the doors at the first stop of the run, and/or the interior LED sign does not display the correct time, location, stop requests and announcements:

- Notify the Controller and complete a CTA Form 4946 *Defective Bus* card. Leave it properly displayed when vaulting the bus.
- Note the condition on your CTA Form 3545 *Bus Operator's Daily Report.*
- Make manual announcements.

On-Board Camera System

After the Clever Devices log on screen appears,

- On buses equipped with Road Recorder 6000 (Safety Vision) surveillance equipment, the LED indicator on the surveillance system control box will flash every other second indicating the system is performing a self-test. When the test is complete, the LED should remain on continuously indicating the system has no faults. If the LED continues to flash or is not illuminated, a fault has been detected. Complete a CTA Form 4946 *Defective Bus* card and notify sign-out personnel immediately.
- On buses equipped with Kalatel/GE/GE Mobileview surveillance equipment, verify that only the green LED indicator light is lit on the surveillance system control box. If the red light is lit, complete a CTA Form 4946 *Defective Bus* card and notify sign-out personnel immediately.
- On buses equipped with Apollo Video Technology (Niiu/Aim and DVR) equipment, the LED should illuminate steady green. If the LED flashes or remains dark, complete a Defective Bus card and notify sign-out personnel immediately.

Radio/TCH

- Radio (handset) equipment is in proper working order with no signs of physical damage.

ADDITIONAL CHECKS ON ELECTRIC BUSES

Check the following items on electric buses in addition to all of the above checks.

Proterra

APPROACHING THE BUS

Check that:

- Ensure that all exterior panels are closed and that there is no indication of tampering.

START THE BUS

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- Check that the rear battery disconnect switch is in the ON (vertical) position. The switch is inside the rear curbside compartment.

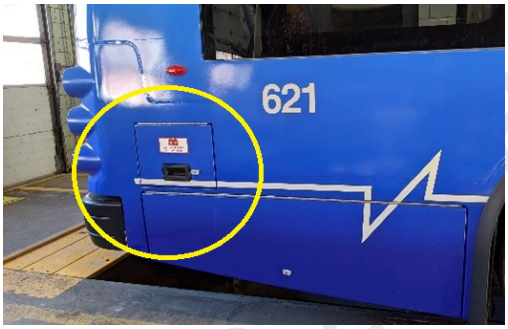

Figure 1: Rear Curbside Compartment Exterior (Circle Above) and Interior (Arrow Below))

- Check that the master switch on the driver's dash panel is illuminated.

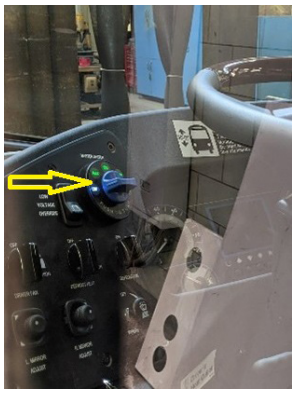

Figure 2: Master Switch Illuminated

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- If the master switch is illuminated, open the front door using the power door button.
  - Locate the front door open/close button either at the curbside headlight bezel (buses 600 through 605) or the top right corner inside the front curbside compartnent panel (buses 606 through 622).
  - Press and release the button. Within three seconds, immediately press the button a second time and hold.
  - If the door does not open, immediately notify the Bus Scheduler.

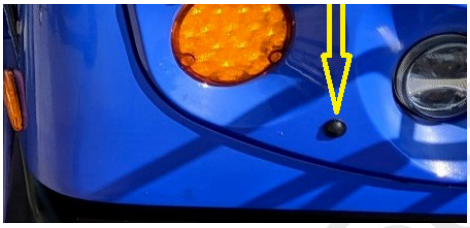

Figure 3: Front Door Power Button on Buses 600 Through 605

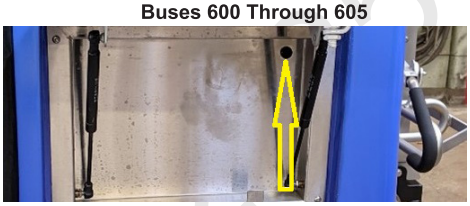

Figure 4: Front Door Power Button on Buses 606 Through 622

- If the master switch is not illuminated,
  - Reach in through the driver's front side window to accesss the emergency release lever.
  - Rotate the lever 90 degrees clockwise.
  - Gently push the outboard edges of the front door to open the door.

Figure 5: Emergency Door Release on Buses 600 Through 605

Figure 6: Emergency Door Release on Buses 600 Through 605

- Press and release the low voltage (LVD) override button directly to the left of the master switch. The master switch should now be illuminated. If it fails to illuminate after pressing the LVD override button, immediately notify the Bus Scheduler.

Figure 7: Low Voltage Override (LVD Override) Button

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- Push in and turn the master switch to the ON position to start the bus.

Figure 8: Master Switch in the On Position

- After a few moments, check that the center dash screen displays RUNNING. This may take 15 to 20 seconds.
- Check the gauges to verify that the air pressure is full (about 110 psi).
- Check that the low-voltage (LV) battery icon at bottom right corner of the dash center screen builds to full green bars. This may take up to ten minutes.

Figure 9: Dashboard with Highlights in Clockwise Order:
RUNNING Light, Battery Icon, Air Pressure Gauge and Battery State of Charge

- If the doors were opened manually,
  - Reset the emergency release lever by rotating it 90 degrees counter-clockwise.
  - Cycle the five-position door handle from "closed" to "front/rear" position and back to "closed." Repeat two more times.
- Check that the battery State of Charge (SOC) at the lower left corner of the dash center screen is at **80% or higher**. The state of charge displayed on the dashboard is the percentage of charge remaining in the storage system.
- Check that the center dash screen continues to display RUNNING. If over 15 minutes elapse between starting the bus and operating the bus, it will automatically shut off. If the bus automatically shut off, turn the master switch to OFF and back to ON to restart the bus.

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SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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Day Three - Safety Notice of the Day

Day 3

Safety Notice!

Basics

- Be careful going through garage bays

- Never walk on the maneuver course

- No cell phones on the maneuver course or bays

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Home Study Assignment #2 - Day 3

Bus Operator Initial Training
Home Study Assignment #2 – Day 3

1. If a mirror breaks while in service or becomes unusable, Who should the Bus Operator report the condition to?

    a. Manager
    b. Controller
    c. Instructor
    d. Clerk

2. List three of the mirrors that all series buses have.

_____
_____
_____

3. If adjusted properly, the Bus Operator should be able to see the front door stairwell and the area immediately outside of the front door when the door is open through the interior front mirror.

    True

    False

4. When it begins to rain or snow, what defensive driving procedures should a Bus Operator follow while operating the bus?

_____
_____

5. While pulling up to a service stop with a shelter on a rainy day, The Bus Operator notice a customer in a wheelchair and a group of people waiting. Where should the Operator curb the bus and deploy the ramp and why?

_____
_____
_____
_____

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Bus Operator Initial Training
Home Study Assignment #2 – Day 3

6. If the drive wheels begin to skid, what should the Operator do?

a. Put their foot on the brake right away.
b. Turn the wheel slightly away from traffic.
c. Release the accelerator pedal.
d. Use the curb to stop.

7. When following moving traffic while operating the bus, the more slippery the street the greater the following distance must be.

True

False

8. How should a Bus Operator proceed if there are snow banks at service stops?

_____

_____

_____

9. What mirror should the Bus Operator adjust to see the widest possible view of the bus?

a. Interior rear-view mirror
b. Left side flat and convex
c. Rear door mirror
d. Bicycle rack mirror

10. What mirror should the Bus Operator adjust to see the widest possible view of the bus interior?

e. Interior rear-view mirror
f. Left side flat and convex
g. Rear door mirror
h. Bicycle rack mirror

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Bus Operator Initial Training
Home Study Assignment #2 – Day 3

_____
_____
_____

12. As a safety precaution, what should a Bus Operator do before starting the bus?

_____
_____
_____
_____
_____

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DAY FOUR

Bus Operator Training

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Fares Executive Order

Chicago Transit Authority
Executive Order
FARES
Issued: February 1, 2023

President

Executive Order: 2023-01
Effective: 0001 hours, February 1, 2023
Supersedes: 2022-01 (June 20, 2022)
Copies to: Fare-collecting employees and General Distribution
Post: All Locations

CTA uses an account based fare collection system called "Ventra." Cash is accepted on CTA buses.

Unless otherwise noted, full fare Ventra fare media is available for purchase and Ventra Transit Accounts can be reloaded with transit value and passes:

- At Ventra Vending Machines (VVM) at all CTA rail stations and at select off-site locations.
- By phone at 1-877-NOW-VENTRA (Monday through Friday, 0600 to 2000 hours, Saturday, 0830 to 1700 hours), 1-888-YOUR-CTA, or TTY at 1-888-CTA-TTY1 (Monday through Friday, 0700 to 2000 hours).
- On the internet at www.ventrachicago.com.
- For registered Ventra Transit Accounts, via the Ventra app, available for download on iOS and Android devices; in addition to other fare transactions, customers can purchase virtual Ventra Cards and add the virtual Ventra Cards to a mobile device's digital wallet.
- At Ventra retail sales outlets, a list of which can be found at www.ventrachicago.com.
- At the Ventra Customer Service Center, Second Floor of CTA headquarters, 567 W. Lake Street, Chicago, during regular Ventra business hours (Monday through Friday, 0800 to 1630 hours).
- At the VVM in the lobby of CTA headquarters, 567 W. Lake St., 0500 hrs. to 1900 hrs.
- Through Ventra Group Sales or bulk sales program, orders can be placed at www.ventrachicago.com.
- Not all products/passes will necessarily be available in all locations or via all sales channels; availability may vary.
- Hours and locations may be adjusted from time to time.

VENTRA TRANSIT ACCOUNT FARE	FULL	REDUCED	STUDENT
Bus Base Fare (transfer-eligible)	**$2.25**	**$1.10**	**$0.75**
Rail Base Fare (transfer-eligible)	**$2.50**	**$1.25**	**$0.75**
Rail Base Fare [O'Hare] – Full Fare Ventra Transit Account	**$5.00**	**$1.25**	**$0.75**
O'Hare Employee Rail Base Fare*	**$2.50**	**-**	**-**
First Eligible Transfer (within 2 hours of initial entry)	**Free**	**Free**	**Free**
Second Eligible Transfer (within 2 hours of initial entry)	**Free**	**Free**	**Free**

*O'Hare Employee Rail Base Fare only available to employees at O'Hare International Airport. Eligibility is administered by employers pursuant to the O'Hare Employee Discount Program

CASH and "PAY-AS-YOU-GO" (PAYG) FARE	FULL	REDUCED	STUDENT
Bus Fare (Cash) – Using coins/bills at the farebox (not eligible for transfers) (Rail turnstiles do not accept cash.)	**$2.50**	**$1.25**	**$0.75**
PAYG – (Bus and Rail except at O'Hare Blue Line station) – Using direct contactless payments (e.g., contactless bankcards, bankcards in mobile pay apps, etc.)	**$2.50 Rail $2.25 Bus**	**$1.25 Rail $1.10 Bus**	**-**
PAYG – at O'Hare Blue Line station	**$5.00**		
PAYG – First Eligible Transfer (within 2 hours of initial entry)	**Free**	**Free**	**Free**
PAYG – Second Eligible Transfer (within 2 hours of initial entry)	**Free**	**Free**	**Free**

- All bus fare boxes accept coins and bills. Exact fare is required; no change is given.
- Split fare transactions combining cash and Ventra are not permitted.
- Transfers are not available to customers paying cash fares on bus.
- Rail turnstiles do not accept cash.
- Transit value or passes may be added using cash, credit cards or bankcards at VVMs or Ventra retail sales locations.
- For registered Ventra Transit Accounts, transit value or passes may be purchased using the Ventra website, Ventra app and over phone available for download on iOS and Android devices.
- CTA, at its discretion, may choose to use portable fareboxes to supplement existing fare collection capacity or as an alternate to turnstiles during sporting events, special events, construction, etc. Customers may pay the appropriate cash fare at the portable farebox. Cash fares are not transfer-eligible.
- Elementary and high school students ages twelve (12) through twenty (20) and children ages seven (7) through eleven (11) must present a Ventra Student Reduced Fare Card, student ID card or combination Student ID/Ventra Student Card to be eligible for the *Student* Reduced Cash Fare.
- Reduced Fare customers except for children ages seven (7) through eleven (11) must present a valid RTA Reduced Fare Ventra Card, a Ventra Student Card, or a school ID card to be eligible for the applicable Reduced Cash Fare.
- Bus Route #128 Soldier Field Express fares are $5.00 round trip full fare; $2.50 round trip reduced fare.
- PAYG (Pay-as-you-go) fares include when a person uses standard contactless payment methods to pay directly for a fare at a Ventra Reader,

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such as by touching a common contactless bankcard or a bankcard loaded into a mobile wallet, where fare is charged directly to the rider through accepted credit networks (Visa, MasterCard, etc.).
- Customers can refer to Pace or Metra for more information on use of Ventra transit value to purchase Pace or Metra products.

Compatible contactless personal credit and debit bankcards and Near-Field Communications (NFC) enabled mobile devices using a mobile wallet can be used to pay using Ventra:
- Customers can pre-load a Ventra Transit Account with transit value or passes that are linked to their personal credit/debit card or mobile wallet.
- If a customer's personal bankcard or mobile wallet has insufficient transit value/pass in their Ventra Transit Account or has not linked their personal credit/debit card or mobile wallet to a Ventra Transit Account, then they will be charged a "Pay-As-You-Go" (PAYG) fare.

PASSES
- Passes cannot be shared. The date and time on which the pass expires is displayed when performing a balance check on a bus or a Transit Account Summary at a VVM and can also be obtained online, via the Ventra app, and by phone. Pass customers are unable to use their passes multiple times on the same bus route during a twelve (12) minute passback period or in the same rail station during an eighteen (18) minute passback period.

	FULL	REDUCED
CTA/PACE 30-DAY PASS	**$75.00**	**$35.00**

- A CTA/Pace 30-Day Pass in a Ventra Transit Account is valid for thirty days (720 hours) from the time of its first use for unlimited riding on CTA and Pace. Customers using a CTA/Pace 30-Day Pass on Pace Subscription/Premium routes must have sufficient Transit Value in their Ventra Transit Accounts to cover the difference between the premium fare and a regular Pace fare. Customers can refer to Pace for more information.
- A CTA/Pace Reduced Fare 30-Day Pass in a Ventra Transit Account may be purchased and used only by customers with a valid RTA Reduced Fare Permit.

CTA/PACE 7-DAY PASS	**$20.00**	**---**

- A CTA/Pace 7-Day Pass in a Ventra Transit Account is valid for seven days (168 hours) from the time of its first use for unlimited riding on CTA and Pace. Customers using a CTA/Pace 7-Day Pass on Pace Subscription / Premium routes must have sufficient Transit Value in their Ventra Transit Accounts to cover the difference between the premium fare and a regular Pace fare. Customers can refer to Pace for more information.

CTA/Pace 3-DAY PASS/72-Hour Pass	**$15.00**	**---**

- A CTA/Pace 3-Day Pass in a Ventra Transit Account is valid for seventy-two (72) hours from the time of its first use for unlimited riding on CTA and Pace. Customers using a CTA/Pace 3-Day Pass on Pace Subscription / Premium routes must have sufficient Transit Value in their Ventra Transit Accounts to cover the difference between the premium fare and a regular Pace fare. Customers can refer to Pace for more information.

CTA/Pace 1-DAY PASS/24-Hour Pass	**$5.00**	**---**

- A CTA/Pace 1-Day Pass in a Ventra Transit Account is valid for twenty-four (24) hours from the time of its first use for unlimited riding on CTA and Pace. Customers using a CTA/Pace 1-Day Pass on Pace Subscription / Premium routes must have sufficient Transit Value in their Ventra Transit Accounts to cover the difference between the premium fare and a regular Pace fare. Customers can refer to Pace for more information.

U-PASS	**Available through participating colleges and universities only**

- A U-Pass is valid at all hours during the academic term for students at participating colleges and universities and is valid on CTA only.
- The U-Pass Card includes a photograph of the student. Use of a U-Pass by anyone besides the person pictured on the front of the card is grounds for confiscation and suspension from the U-Pass program for up to a year.
- In order to use a U-Pass Card to pay for other customers during the academic term or to travel when the academic term is not in session, transit value or passes must be added to the card's account.
- The U-Pass Card may be used to pay full fare on Pace at all times, provided the card has sufficient transit value in the Ventra Transit Account to pay the fare.

Regional Connect Pass	**$30.00**

- The Regional Connect Pass, formerly known as the Metra Link-Up Pass is sold via the Ventra app and Metra sales channels.
- The Regional Connect Pass is available only as an add-on to Metra or South Shore monthly ticket holders at the time of purchase and is valid for travel by the monthly ticket holder on CTA and Pace at all hours.
- The Regional Connect Pass is either a limited use Ticket separate from the Metra or South Shore monthly ticket or an account-based product loaded into a Ventra Transit Account.

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FULL FARE VENTRA TRANSIT ACCOUNTS and CARDS (Please also refer to the Ventra User Agreement Terms and Conditions for Transit Use at www.ventrachicago.com.)

- The Ventra Card is an account-based fare instrument linked to a Transit Account.
- Full Fare plastic Ventra Cards have an initial purchase price of $5.00 at Ventra Vending Machines (VVMs) and retailers. The purchase price is returned to the customer as Transit Value when the Card is registered within 90 days of purchase.
- Upon registration after purchase over the internet or by phone, the $5 purchase price for the Ventra Card will be immediately placed into the customer's Ventra Transit Account and will be available for use.
- Transit Value or Pass(es) must be added to the Ventra Card in order to purchase the Card and to pay fares.
- Virtual Ventra Cards purchased using the Ventra app for registered Ventra users are available at no charge but require a minimum of $5.00 value or a pass added upon purchase. Existing plastic Full Fare Ventra Cards can be converted to a virtual Ventra Cards once registered.
- The fee for any replacement Ventra Card (excluding those replaced by registered users due to expiration) is $5.00 per card.
- A registered Ventra Transit Account may be configured for Autoload of Transit Value and/or Passes.
- Customers with a registered Ventra Account may review their Ventra Transit Account transactions at the Ventra Customer Service Center, online at www.ventrachicago.com, by calling 1-877-NOW-VENTRA, or using the Ventra app.
- The expiration date of a Ventra Card is printed on the card and may vary depending upon when issued.
- Expired cards which are linked to a registered Ventra Transit Account that still contain value may be replaced with another card to be linked to any remaining Transit Value or Passes. This can be done at the Ventra Customer Service Center, online at www.ventrachicago.com or by calling 1-877-NOW-VENTRA.
- Reduced Fare customers must obtain a Reduced Fare Ventra Card for their travel. However, full fare Ventra Cards can be used to pay for a Reduced Fare and Reduced Transfer upon confirmation of customer eligibility and the Card's validation with Bus Operator or Customer Service Representative (CSR)/Customer Service Assistant (CSA) assistance.
- Value can be added to an existing Ventra Card at VVMs and retail outlets in increments of $0.05. Value can be added to an existing Ventra Card account through the Ventra app, online and phone in increments of $5.00. Total value stored in a Ventra account cannot exceed $300.00.
- Ventra Transit Accounts can simultaneously contain Transit Value and up to three (3) Passes. Only one pass can be active at a time.
  - If an account has multiple passes, only one will be active at a time. The shortest duration pass will be activated first. When it expires, the next longest duration pass will activate. Joint CTA/Pace passes will be activated pursuant to this order of precedence before single-agency passes.
  - When paying for multiple riders, if a valid pass and Transit Value are in a Ventra Transit Account, the pass will be used for the first card user. Up to six more riders may use the card provided there is enough Transit Value in the account.
- A total of up to seven (7) Full and/or Reduced Fare customers can use one (1) Full Fare Ventra Card with appropriate transfer eligibility maintained separately for each individual. Multiple base fares will be deducted if a Full Fare Ventra Card is used multiple times at the same bus Mobile Validator during a twelve (12) minute passback period (with employee assistance), or multiple times in the same rail station during an eighteen (18) minute passback period (without assistance, except when paying reduced fare[s]).
- Ventra Transit Accounts that have not been used for 18 months may be assessed a non-refundable Dormancy Fee of $5.00 per month.
- Ventra Transit Accounts that both have a negative balance and are unused for over 90 days may be closed and terminated.
- Users must present their Ventra Cards (full fare/reduced fare/free) for inspection by authorized participating transit agency personnel or security personnel upon request.

REDUCED FARE VENTRA CARDS

- The RTA issues Reduced Fare and Ride Free Ventra Cards (also known as RTA Permits) to eligible Senior, ADA Paratransit and Disabled customers.
- A Reduced Fare or Ride Free Ventra Card may be initially used only by the eligible reduced/free fare customer to whom it was issued and whose passport-quality photo is printed on the card. No assistance from a CTA employee is needed to obtain the initial Reduced or Free fare.
- Use by anyone other than the eligible customer pictured on the front of the card is grounds for card confiscation and potential suspension of reduced fare or free riding privileges, in addition to any other legal remedies.
- RTA Senior and Disabled Reduced Fare Cards may be used to pay multiple fares if sufficient transit value is in the card's account and if the card owner pictured on the front of the card is the first of the group to use the card. Additional fares (beyond the first reduced fare for the card owner) will be full fare.
- Ride Free Ventra Cards may not be used to pay for additional riders.
- With assistance from the Bus Operator or rail station personnel, a Ventra RTA ADA Paratransit Permit may be used to pay a second reduced fare to allow an attendant accompanying the authorized Paratransit Permit holder to ride at the reduced rate of fare.

STUDENT VENTRA CARDS

- Student Ventra Cards are issued by the students' schools. Parents can register a student's card online via Ventra's website, by calling Ventra at 1-877-NOW-VENTRA, or by visiting the Ventra Customer Service Center.
- Students using Student Ventra Cards will not require assistance from CTA employees to pay the appropriate student fare.
- Additional fares may be paid if the card owner uses it first and if the card's account contains sufficient transit value. Additional fares will be full fare only.

VENTRA TICKETS

Ventra Tickets are available as follows:

- CTA-only Full Fare Ventra Single Trip Ticket: $3.00 (available at VVMs located at CTA rail stations, select off-site locations or Ventra bulk/group orders program)

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- CTA-Only Full Fare Ventra O'Hare Single Trip Ticket (available at O'Hare or bulk or group orders): $5.00
- CPS Student Ventra Two-Ride with Transfer Ticket are issued by Chicago Public Schools to select students; please refer to Chicago Public Schools for pricing and availability
- CTA/Pace 1-Day/24-Hour Ventra Ticket: $5.00 (available at VVMs or through Ventra bulk/group orders program)
- CTA/Pace 3-Day/72-Hour Ventra Ticket: $15.00 (available at O'Hare and Midway airports at certain VVMs or through Ventra bulk/group orders program)
- CTA/Pace 7-Day/168-HourVentra Ticket are available through Ventra bulk/group orders program as well as issued by Chicago Public Schools to select students, please refer to Chicago Public Schools for pricing and availability
- Ticket sales locations and availability may vary.
- Tickets purchased through the Ventra Group Sale / bulk sales program are subject to a $0.50 fee to support program administration.
- More information on bulk or group orders is available at www.ventrachicago.com.

The following terms and conditions apply to purchase and use of Ventra Tickets:

- Ventra Tickets are not reusable or reloadable.
- Ventra Tickets are not transferable and cannot be replaced, refunded, or redeemed for cash.
- There are no refunds or replacements for lost, stolen, or damaged Tickets.
- Ventra Tickets must be used before their printed expiration dates.
- Ventra Tickets without a printed expiration date must be used within 90 days of purchase.
- Users must present their Ventra Ticket for inspection by authorized participating transit agency personnel or security personnel upon request.
- Ventra Tickets may be confiscated for misuse.
- For travel with a Ventra Ticket from O'Hare, Single Trip O'Hare Ventra Tickets will be valid at O'Hare fare gates. Single Trip Ventra Tickets purchased elsewhere will not allow entry at O'Hare fare gates.
- The expiration date of a Ventra Ticket may be checked at a VVM located at all rail stations.
- Ventra Tickets cannot be used to pay Reduced Fares.
- 1-, 3-, and 7- Day Ventra Tickets are valid for unlimited regular bus and train travel on CTA/Pace for one person for 24, 72, or 168 hours from time of first use.
- Single Trip Ventra Tickets and O'Hare Single Trip Ventra Tickets include eligible transfers and are valid only on CTA for one person.. .

CPS Student Tickets

- Student Two-Ride Tickets and 7-Day CTA/Pace Tickets are available only from Chicago Public Schools.
- Student Two Ride Tickets are valid for payment of two regular non-premium fares and eligible transfers on CTA only.
- 7- Day CTA/Pace Tickets are valid for unlimited bus and train travel on CTA and Pace for one person for 168 hours from time of first use. 7- Day Pace/Ventra tickets are available only from Chicago Public Schools.
- Student Two-Ride Tickets and CTA/Pace Tickets are neither reusable nor reloadable.
- CTA may provide CPS with packaged two-rides (such as a five-pack of two-rides and transfers) loaded on one ticket to meet CPS needs as well as manage ticket inventory.

Regional Connect Pass Tickets

- Regional Connect Pass (formerly Link-Up and PlusBus) Tickets (passes) are sold via the Ventra app and Metra sales channels.
- The Regional Connect Pass is available as an add-on to Metra or South Shore monthly ticket holders at the time of purchase and is valid for travel on CTA and Pace at all hours.
- The Regional Connect Pass Limited Use Ticket is available as a separate Pass from the Metra or South Shore monthly ticket.

TRANSFER FARES

- A Transfer Fare allows two (2) additional rides for a single customer within two (2) hours after the first use. Ventra Card eligible-transfers from Pace service to CTA service are charged a $0.25 fare.
- Transfer privileges are available only when paying fares with a Ventra Transit Account containing sufficient transit value, a Single Trip Ventra Ticket, a Single Trip Ventra Ticket purchased at the O'Hare Blue Line station or a Student Two-Ride Ticket with Transfer.
- Transfer privileges are not available to customers paying with cash on CTA buses.
- On the route of issue, transfers are valid for travel in both directions. Customers cannot use their Cards or Tickets multiple times for transfers on the same bus route during a twelve (12) minute passback period or in the same rail station during an eighteen (18) minute passback period.
- Eligibility for up to seven (7) individual transfer fares may be available to a Ventra Transit Account or PAYG user if the same number of base fares was deducted from the Ventra Transit Account or charged to a PAYG funding source regardless of first full fare payment use. Additional Full Fare rides can be deducted from a Ventra Transit Account regardless of when all eligible transfers expired or when the initial trip with transfers has been completed.
- Transfers can be made to and from designated Pace bus routes using a Ventra Card or PAYG.
- Certain transfers are not counted as Transfer Fares as will be shown on the CTA System Map or as designated by CTA service announcements.

TYPES OF RIDERS

A. FULL FARE RIDER

- Twelve (12) years of age and older, except as noted below.

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B. REDUCED FARE RIDER

- Customers with disabilities presenting a valid RTA Persons with Disabilities Reduced Fare Permit with an ID number beginning with the letter “D” (disabled) or a valid RTA ADA Paratransit Permit with an ID number beginning with the letter “P” (paratransit). An attendant (of any age) accompanying a customer who presents a current RTA ADA Paratransit Permit with an ID number beginning with the letter “P.”
- Children seven (7) through eleven (11) years of age.
- Children six (6) years of age and younger traveling alone.
- Customers sixty-five (65) years of age and older presenting a valid RTA Senior Reduced Fare Permit with an ID number beginning with “S” (senior).
- Use of any RTA Reduced Fare Permit by anyone other than the eligible participant pictured on the front of the card is grounds for card confiscation and suspension from the RTA Program for up to a year.

C. STUDENT FARE RIDER

- Children seven (7) through eleven (11) years of age presenting a valid Student Ventra Card between 0530 and 2030 hours only on weekdays when school is in session, for purposes of travel to and from classes, work/study programs and on-campus extracurricular activities.
- Elementary and high school students twelve (12) through twenty (20) years of age presenting a valid Student Ventra Card between 0530 and 2030 hours only on weekdays when school is in session, for purposes of travel to and from classes, work/study programs and on-campus extracurricular activities.

D. FREE RIDERS

- Children six (6) years of age and younger when accompanied by a customer paying with cash, presenting a valid form of fare media, or riding for free and/or pursuant to a reciprocal or compensated agreement.
- Active military personnel presenting a valid Military Service Pass or in full uniform and presenting their United States Armed Forces ID.
- Disabled military veteran presenting a valid Military Service Pass.
- Participants in the Illinois Department on Aging Ride Free Transit Benefit Access Program as a customer with a disability or a customer sixty-five (65) years of age and older presenting a valid RTA Ride Free Permit with an ID number beginning with the letter “F”.
- Use of an RTA Ride Free Permit or Military Service Pass by anyone other than the eligible participant pictured on the front of the card is grounds for card confiscation and suspension from the RTA or Military Service Pass Programs for up to a year.

E. O’HARE EMPLOYEES.

- Employees who work at O’Hare Airport and are certified by their employer under O’Hare Employee Discount Program are eligible for the O’Hare Employee Discount entitlement.
- Customers with an O’Hare Employee entitlement pay an O’Hare Employee Fare ($2.50) at O’Hare station and full fare at all other locations.

F. RECIPROCAL & COMPENSATED AGREEMENTS

- **FARE MEDIA ISSUED**
  Free riding privileges are only for CTA and Pace employees and pensioners and Metra employees. Use of free riding privileges by any unauthorized person is grounds for revocation of the free riding card and employee discharge.
  - Chicago Transit Authority employees and pensioners with valid CTA identification card.
  - Pace employees and pensioners with valid Pace identification card.
  - For bus route #201: Northwestern University students, faculty, and staff with valid Northwestern Ventra card and active Northwestern Pass.
  - Metra Employees with valid Metra identification card.

- **NO FARE MEDIA ISSUED**
  - Cook County Sheriff’s Department personnel presenting their star and current Cook County Sheriff’s Department identification card.
  - Police officers in or bordering their own municipality in full uniform. If not in full uniform, they must present their star or badge and their current police identification card.
  - Firefighters in their own municipality in full uniform (uniform must identify the municipality).
  - Chicago Traffic Control Aides in full uniform and presenting current City identification card, only in Chicago.
  - Chicago Parking Enforcement Aides, in full uniform, and presenting current City identification card, only in Chicago, between 0500 and 2100 hours, Monday through Saturday.
  - Health Department nurses in their own municipality and displaying badge.
  - Chicago crossing guards in Chicago in full uniform between 0530 and 2200 hours on all days.
  - Evanston and Oak Park crossing guards in their own municipality in full uniform between 0530 and 2000 hours on school days only.
  - For bus routes #170 University of Chicago/Midway, #171 University of Chicago/Hyde Park, and #172 University of Chicago/Kenwood: Students, faculty, and staff of the University of Chicago, University of Chicago Hospital, or University of Chicago Laboratory School upon displaying identification verifying the same.
  - For bus route #169: UPS employees with a valid and current UPS-issued Employee ID card.

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SOP 8169 Contactless Fare Media

cta	**Transit Operations** General Information	**Publication Number:** 8169 (01-18-15) Reissued 12-28-15	**Page 1 of 9**

Title: **Contactless Fare Media**

Issued to: All Fare-Collecting Transit Operations Personnel

Approved by: Robert L. Smith
Chief Transit Operation Officer

Supersedes: Contactless Fare Media, SOP 8169 (10-27-13)

INTRODUCTION

The Ventra® Fare Collection System uses wireless communication between fare cards and collection equipment to register fares. All interaction with fare collection equipment is accomplished by bringing a contactless card close to the Ventra Mobile Validators (card readers) on buses, turnstiles and Ventra Vending Machines (VVMs) in rail stations.

CONTACTLESS FARE MEDIA

The Ventra system accepts four general types of contactless fare media (CFM):

Ventra Cards
Ventra Tickets
Contactless Bank Cards with the contactless logo)))
Near Field Communications (NFC-enabled devices, for future use)

Ventra Cards can be purchased and value added at the following locations: Ventra Vending Machines (VVMs) in rail stations and five offsite locations with VVMs (see SOP 8161 *Ventra Vending Machine)*, at 1,200 retail locations throughout the Chicago area, at the Ventra Customer Service Center at 165 N. Jefferson, online (www.VentraChicago.com) and by phone (1-877-NOW-VENTRA). Ventra Tickets are available at VVMs as above and are also available by bulk sale.

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Title: Contactless Fare Media (CFM)	

Contactless Bank Cards are available from banks that issue this type of credit/debit card. Near Field Communications devices (such as cellphones) have wireless capabilities that can communicate with Ventra Mobile Validators. They require Google Pay, Apple Pay or similar applications.

Ventra Card

The Ventra Card is a plastic card that contains a computer chip and an antenna. A transit account is automatically created when a Ventra Card is purchased. All fare payment transactions are charged to the card's transit account.

The Ventra Card costs $5. To purchase a Ventra Card from a Ventra Vending Machine (VVM) a minimum value of $0.05 (cash) or $1.00 (credit/debit) must be added to the card account. To purchase a Ventra Card at a retail outlet, a minimum of $1 must be deposited into the card's account. If the customer registers the card via phone or online within 90 days of purchase, the value in the transit account is protected if the card is lost or stolen and the $5 purchase price is credited back into the customer's transit account as transit value.

The transit account can be loaded with transit value ($) and/or transit products (passes) at a VVM, a retail outlet, online or by phone. Transit accounts can also be set up for automatic replenishment (autoloading) by attaching the card account to a funding source. Customers loading with cash must add a minimum of $0.05 up to a maximum of $300.00. Using a credit or debit card, customers must add a minimum of $1.00 up to a maximum of $100.00. Transit value in the transit account can be used to purchase individual fares or it can be applied to the purchase of pass products.

CTA One-Day, Three-Day, Seven-Day and CTA/Pace Seven-Day and CTA/Pace Thirty-Day full fare passes can be placed in a Ventra Card transit account. Multiple passes can be added to a Card account, but only one pass will be active at a time (See *Exception* below). The system will activate the shortest duration pass first and it will be used for fare payment until it expires. The system will then activate the pass with the next shortest duration.

Exception: If an active agency-specific pass is in an account (CTA only or Pace only) and a dual-agency pass is loaded into the account (CTA/Pace combined pass), the dual agency pass will be activated *also* when the customer first rides on the agency whose specific pass was *not* in the card's account.

For example, if a CTA-only pass is active in an account and a CTA/Pace pass is added, when the customer then rides Pace, the combination pass will activate, resulting in both the CTA pass and the CTA/Pace pass being active. The CTA/Pace pass will continue to be used for payment on either agency until it expires. Fare payment will then revert to the CTA-only or Pace-only pass that was originally active unless that pass has also expired.

The time limits on all passes begin when the pass is first used. One-day passes are valid for 24 hours; three-day passes are valid for 72 hours; seven-day passes are valid for 168 hours and 30-day passes are valid for 720 hours, all after the pass is first used.

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Regardless of the number of passes in a card's transit account, only the card owner may use a pass in the account. Additional touches of the card after the first touch by the card owner will not access the active pass a second time or other passes in the transit account. Additional touches will deduct the fare from available transit value ($).

Information to obtain replacement cards is available from Ventra online, by phone and at the Ventra Customer Service Center at 165 N. Jefferson.

Separate from Ventra and Ventra fare payment, a Ventra Card has a separate option that enables the card to also function as a MasterCard® prepaid debit card. Information about this extra option is available online or by calling the number on the back of the card.

Ventra Limited Use Ticket

A Ventra Limited Use Ticket is a full fare, limited-use contactless paper ticket. It can be purchased at VVMs using cash or a credit/debit card. It can be purchased as a Single Ride Ticket (one full fare ride with two transfers with an additional media fee of $0.50 added), or as a One-Day Ticket (unlimited rides for 24 hours with no media fee). The Single Ride and One-Day Tickets are identical in appearance. Three- and Seven-Day Tickets are available through group sales with the media fee added. Chicago Public Schools also provide some students with Two-*Ride* Tickets that are valid for two rides and two transfers per ride.

Fare information is stored directly on the ticket. Ventra Tickets cannot be reloaded or registered and do not allow payment for multiple riders.

Although Tickets are water resistant, they are not waterproof. If they get too wet, are punctured, torn, folded or creased, the chip or antenna can be damaged, rendering the Ticket inoperable. If so, request fare payment by cash (bus only), contactless credit/debit card, another Ventra card or an NFC-enabled device.

Note: At the Blue Line O'Hare Station only, Ventra Single Ride Tickets cost $5 (including two transfers and with no additional media fee), which is the normal fare when boarding at O'Hare.

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Special Fare Program Cards

ANY OF THE FOLLOWING CARDS WHICH HAVE THE CUSTOMER'S NAME (AND PHOTO) MAY ONLY BE USED BY THAT PERSON. ALL FARE-COLLECTING EMPLOYEES ARE REQUIRED TO CONFISCATE THE CARD IF IT IS FIRST USED BY ANYONE OTHER THAN WHOSE NAME (AND PHOTO) APPEAR ON THE FRONT OF THE CARD.

RTA REDUCED FARE PERMITS

Certain customers are issued special reduced fare Ventra Cards by the RTA that automatically deduct the appropriate reduced fare from the card account. Seniors, customers with disabilities and paratransit customers are eligible. These cards are printed with a photograph of the customer, special text and a serial number indicating what type of card they are (S********** - Senior; D********** - Disabled; P********** - Paratransit). These cards require no assistance from CSRs, CSAs or Bus Operators. *Except for the Paratransit Permit, they do not allow multiple riders.* The Paratransit Permit allows for payment of a second, reduced fare (for an assistant accompanying the Paratransit rider). Employee assistance is necessary for the accompanying assistant to pay a reduced fare.

RTA RIDE FREE PERMITS

Qualified seniors and customers with disabilities may obtain an RTA Ride Free card. These cards, with an "F" serial number prefix, allow the cardholder to ride free on CTA, Pace and Metra. *Only the person whose name and photograph appear on the card may use it.* RTA Ride Free cards do not allow multiple riders and are not permitted to purchase transit value or passes.

All questions regarding the RTA-issued cards above should be directed to the RTA.

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VENTRA STUDENT CARDS

Ventra Student Cards are issued by Chicago Public Schools and some non-CPS schools to elementary and high school students. Many of these cards appear identical to standard Ventra Cards but are blue. Some high school Ventra Student Cards are white with only the CPS logo on the front, and some high school ID cards also function as the Ventra Student Card.

If a non-CPS school issues Ventra Student Cards directly to its students, when a new school term begins the students will need to see the school's administrator to get a new Card or to re-enable the student reduced fare rate on their existing Ventra Student Card. *If the non-CPS school does not issue Ventra Student Cards directly to its students*, or if students need to re-enable the student reduced fare rate on an existing Ventra Student Card for a new term, the students must complete and submit a form found online at ventrachicago.com.

All of these cards are valid for payment of the student reduced fare for trips to and from regular day classes (including work/study programs) and on-campus extracurricular activities Monday through Friday (when school is in session) between 0530 and 2030 hours. During other days and times the appropriate fare will be deducted from the card's associated transit account.

Ventra Student Cards may pay for multiple riders, but *the first touch of the card must be by the student whose name (and photo) appear on the card. First use by anyone else constitutes fraud.* Only the first touch of the card will be the student reduced fare. All subsequent rides will be **full fare** and will be deducted from transit value in the card's transit account, if sufficient value exists in the account. No assistance from CSRs, CSAs or Bus Operators is required to use these cards for the first touch. Bus Operators must assist for any additional rides by using the Multiride button on the Driver Terminal.

If a student wants to board a bus or train but does not have his or her Ventra Student Card or it has insufficient transit value in its transit account, Bus Operators and CSRs/CSAs must assist. (See Fares Bulletins F45-14 *Rail Station Student Reduced Fare Payment Without a Ventra Student Card* and F43-14 *Payment of Student Reduced Fare on the Bus*.)

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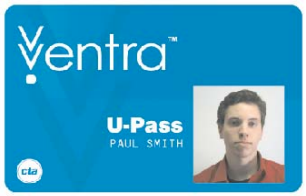
VENTRA U-PASS



Ventra U-Passes are distributed as part of student registration at several local colleges and universities. They allow unlimited rides during the school's academic term. If the student is not in school (i.e. during semester or summer break) the Ventra U-Pass can still be used as a full fare Ventra Card and transit value and passes can be added to the card's transit account. Ventra U-Passes used on Pace buses are *always* a full fare.

Ventra U-Passes may pay for multiple riders (provided the card has sufficient transit value in its transit account), but *the first touch of the card must be by the student whose name and photo appear on the card. First use by anyone else constitutes fraud.* Additional touches of the card (after the first by the card owner) will deduct full fares from available transit value, if sufficient. Bus Operators will have to assist when multiple rides are paid for with a Ventra U-Pass by using the Multiride button on the Driver Terminal. CSRs/CSAs will *not* need to assist at turnstiles.

VENTRA MILITARY SERVICE PASS

Ventra Military Service Passes are issued by the Ventra Service Center to qualified active duty military personnel and disabled veterans for free rides on CTA buses and trains. Ventra Military Service Passes may pay for multiple riders (provided the card has sufficient transit value in its transit account), but *the first touch of the card must be by the person whose name and photo appear on the card. First use by anyone else constitutes fraud.* Additional touches of the card (after the first by the card owner) will deduct full fares from available transit value. These cards are not valid on Pace for free rides. Transit value or passes must be added to these cards' transit accounts for use on Pace. These cards have the customer's picture and the expiration date of the free ride entitlement on the front.

VENTRA LAW ENFORCEMENT ACCESS CARD

These cards are valid for unlimited access to both the CTA bus and rail systems by law enforcement/public safety personnel *only*. The cards allow free entry onto buses and into rail stations and have no passback restrictions. These cards are not valid on Pace.

CTA EMPLOYEE ID CARDS

These cards have the employee's name, position, badge number, the employee's photograph, the card's expiration date and "cta employee" on the front. Employee ID cards have blue and red bands on the back. The multi-colored dots on the back, interwoven with three lines of repeating “cta” text, indicate that the cards are valid for transportation. Some employee ID cards are not subject to passback restrictions. The cards may *only* be used by the person whose name and photo appear on the front of the card.

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CTA PENSIONER ID CARDS

These cards have the pensioner's name, badge number, the pensioner's photograph, the card's expiration date and a magenta band with the word “pensioner" on the front. The back of the cards have grey and magenta bands. The multi-colored dots on the back indicate that the cards are valid for transportation. The cards may *only* be used by the person whose name and photo appear on the front of the card.

O'HARE EMPLOYEE VENTRA CARD ENTITLEMENT

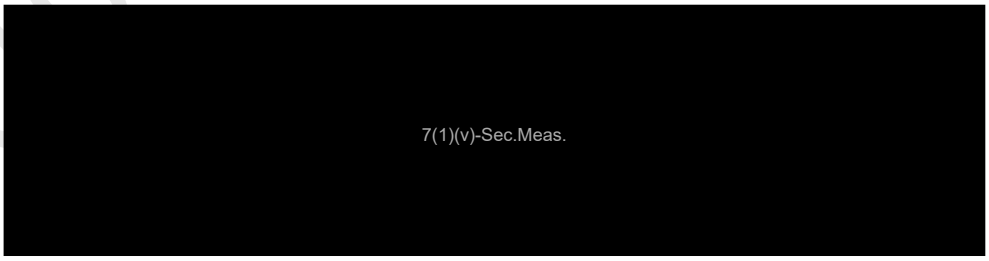
Employees whose employers have a presence at O’Hare airport are granted a fare entitlement by their employers. This entitlement can be applied to *any* full-fare Ventra account, and when active, the usual rail fare ($2.25) will be deducted at the O'Hare Blue Line station. These cards may pay for multiple riders (provided the card has sufficient transit value in its transit account), but additional touches at the O'Hare station will be full O'Hare fares only ($5.00). *The first touch of the card must be by the card owner. First use by anyone else constitutes fraud.*

PACE EMPLOYEE AND PENSIONER CARDS

Pace employee ID cards have the Pace name and logo, the employee's name and picture, the word "CORPORATE" and the card expiration date on the front. Pace pensioner ID cards have the Pace name and logo, the employee's name and picture, the word "PENSIONER," and the card expiration date on the front. Both cards are valid on CTA service. The cards may *only* be used by the person whose name and photo appear on the front of the card.

CONTRACTOR ID CARDS

The front of these cards has the contractor's name, the company for whom he or she works, an ID number starting with "C," the card expiration date, the contractor's photograph and the word "contractor" in the upper right. The back of these cards has grey and orange bands and multi-colored dots (indicating the card is valid for transportation). Contractor cards with all orange dots on the back are *not* valid for transportation and a warning notice states “*This card is not good for riding purposes*.” The cards may *only* be used by the person whose name and photo appear on the front of the card.



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Title: Contactless Fare Media (CFM)	

CUBIC CONTRACTOR ID CARDS

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These cards are identical to the Contractor IDs above and may *only* be used by the person whose name and photo appear on the front of the card. The front of the card has the contractor's name, the company for whom he or she works ("Cubic Corporation"), an ID number starting with "C," the card expiration date, the word "contractor" in the upper right and the contractor's photograph. These cards are issued to Cubic employees and technicians so they can move about CTA facilities. As noted on the back side of the card, these ID cards are not valid for transportation and are solely to provide identification.

Cubic employees working on fare equipment on the rail system will be able to access all customer areas of stations on their own, both paid and unpaid. CSRs and CSAs are permitted to allow these contractors access to station washrooms upon request.

CTA/METRA LINK-UP PASS

Thirty-day CTA/Metra Link-Up Passes, which are issued as Limited Use Tickets, are acceptable on regular CTA service (weekdays only) between 0600-0930 hours and 1530-1900 hours. They are available from Metra for their monthly Metra Ticket customers and are valid on Pace at all times. The front of the card is two-tone blue. “Ventra,” the CTA, Metra and Pace logos and “Link-Up Pass” are printed in white. On the back are a bar code, the terms of use, the statement “This permit is valid for 30 days from first use” and a hologram sticker which notes the month and year for which the Link-Up Pass is valid. After alighting a Metra train in the morning, Link-Up Pass holders touch their Link-Up Pass to a bus or rail station Mobile Validator to continue their commute via CTA at a reduced rate of fare. On the reverse commute in the afternoon, customers touch their Link-Up Pass to a bus or rail station Mobile Validator to ride at the reduced rate back to the Metra station. The Operator may ask the customer to present his or her Metra Monthly Ticket as verification of Link-Up Pass validity.

South Shore Line customers who have purchased a South Shore Line Monthly Ticket and a current CTA/Metra Link-Up Pass are also entitled to rides on CTA service (weekdays only) between 0600-0930 hours and 1530-1900 hours.

Since the Link-Up Pass is valid for 30 days from first use, it is possible under certain circumstances that the pass may expire before or after the end of a calendar month. If it expires before the end of the calendar month and year indicated on the hologram sticker, the Link-Up Pass may be used as a flash pass for the remainder of that month. If the pass expires after the beginning of a calendar month, the pass will continue to function until its 30 days have expired.

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CITY YEAR VOLUNTEER ID CARDS

The CTA provides free transportation to City Year volunteers and staff in the form of a Ventra-based ID card that is valid all days and times until its expiration. The City Year Volunteer ID Card has a picture of the employee on the card's front, along with the card's expiration date and may *only* be used by the person whose name and picture are on the front of the card. The multicolored dots on the back indicate that the card is valid for transit. This Volunteer ID Card is the only eligible card that members and staff of City Year can use to ride free on CTA. The card is not valid on Pace.

RTA TRANSIT BENEFIT BANK CARDS

Some employers offer their employees a pre-tax stipend to use to pay for transportation to and from work in the form of a special bank card. The value in the card's account can be used to purchase pass products or can simply be used as transit value to pay for bus and train rides individually. Transit value and passes can be added to these cards' accounts once the customer establishes a transit account with the card. All rides paid with the cards are full fare. No assistance is required from Bus Operators or CSRs/CSAs.

Contactless Open Standard Bank Card

The Ventra system also recognizes non-Ventra contactless bank cards. These are usually identified by the contactless logo printed on the card. Even if it has not been previously used on the system, a customer can touch one of these cards to a Mobile Validator to pay a fare. A Pay-as-You-Go full fare (with no transfer eligibility) will be deducted from the card's regular account each time.

Contactless Logo

These bank cards can also be set up with a transit account like a regular Ventra Card. Transit value and/or passes can be added to the transit account and can be used in the same way as a Ventra Card. A customer can use a bank card at a VVM, a retail outlet, over the phone, or online to purchase transit products. The Ventra system creates a transit account that is linked to the bank card. The customer uses the bank card in the system and the linked account is charged, just like a Ventra Card.

Near Field Communication (NFC) Enabled Device

An NFC-enabled device, such as certain advanced cell phones and mobile devices, has specialized wireless capabilities called Near Field Communication that enable the device to communicate with Ventra fare collection equipment. The device must have an appropriate application installed, such as Google Wallet™ or Apple Pay™. When the application is installed, the device can simply be touched to Mobile Validators and VVM target readers for fare payment and to purchase transit products.

R106-FOIA2025-513

SOP 8208 Verifying and Collecting Cash Fares: Bus

	Transit Operations Standard Operating Procedure	Publication Number: 8208 (06-22-25)	Page 1 of 9
Title:	**Verifying and Collecting Cash Fares: Bus**		
Issued to:	Bus Operators		
Approved by:	Chief Transit Officer		
Supersedes:	Bulletin F02-24 FB/30 Farebox Pilot, SOP 8195 Verifying and Recording Fares Using the Electronic Farebox (04-25-21)		

INTRODUCTION

Bus Operators are responsible for knowing the current fare structure and CTA's rules and procedures governing fare collection. Operators must verify that cash customers deposit the *correct* amount (change is not given) and they must record these transactions using the electronic farebox. All rides paid for with Ventra are counted by the Ventra system. See SOP 8155 *Verifying and Collecting Fares: Bus (Ventra Mobile Validator and Driver Terminal)* for details.

- **Every ride counts!** All free rides, partial payments and rides paid with the farebox must be recorded on the Operator Control Unit (OCU).

The farebox provides bill and coin validation and will reject counterfeit money.
Bus Operators must politely state the appropriate fare only once.

The Farebox

The Scheidt & Bachmann farebox (FB|30) is designed to verify and collect cash fare payments efficiently. It includes a touchscreen Operator Control Unit (OCU) and a passenger display screen to streamline the payment process.

When cash is deposited, the farebox validates and counts the amount before securely dropping the money into a cashbox. This cash remains secure until it is collected at the vault island in the garage.The components and features of the farebox are illustrated in Figures 1 and 2 below.

Figure 1: Farebox

Figure 2: Back of the Farebox

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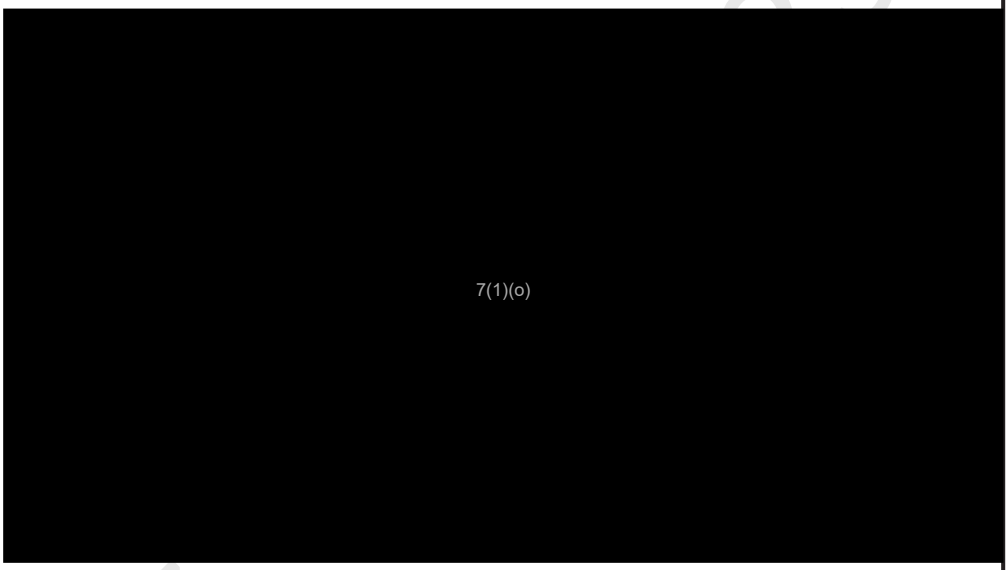
Title: **Verifying and Collecting Cash Fares: Bus**	

Operator Control Unit (OCU)

The OCU is a touchscreen monitor for the Operator to record rides. The monitor displays fare information shown on the passenger display along with appropriate fare ride options. The full fare will default to $2.50 before and after each fare transaction.The functionality for each fare button is described in the Recording Fares section on page 4.

> Only use a finger or soft stylus to press the touchscreen buttons. Avoid pointed styluses, pens or any hard or sharp objects, as they can damage the pressure-sensitive screen cover.



REQUESTING FARES

If a customer does not voluntarily provide fare payment when boarding the bus, the Operator must politely state the appropriate fare only once. Remain calm. Do not get into a verbal exchange with customers over fares. Register the ride by pressing *Free Ride (not otherwise recorded)*. If the customer makes a partial payment, press the green Dump button to report a full fare short.

If a customer has questions about how to pay the fare, let them know they may pay with any of these options:

- Cash.
- Ventra Card.
- Contactless bank card.
- Cell phone with an appropriate digital wallet application installed to pay the fare.

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Title: **Verifying and Collecting Cash Fares: Bus**	

WHEN A CUSTOMER ATTEMPTS TO BOARD WITHOUT PAYING A FARE:

If a customer insists on riding without payment or with an insufficient payment, to avoid escalating the situation:

- Allow the customer to ride without dispute.
- Remain calm; do not argue, comment further, or get into a verbal exchange with the customer about the fare.
- Do not stop service.
- Practice de-escalation techniques learned in training, if necessary.
- If the customer boards and makes an insufficient payment, press Free Rides (not otherwise recorded) on the OCU to count the ride as a full fare short.

OPERATOR LOG-ON AND LOG-OFF

The Operator will log on and off of the farebox and Ventra system using the Clever Devices Transit Control Head (TCH). Refer to SOP 8177 *Clever Devices On-Board Bus Technology (AVAS, SBA, CleverCAD) : Log-On, Main Operation, Troubleshooting*. Once logged into the TCH, the system automatically integrates with the farebox.

If the farebox does not power on, press and hold the reset button for 5 seconds to restart it. After 30 minutes of inactivity, the farebox will automatically shut off, requiring the Operator to log back into the TCH. If this does not turn the farebox back on, a forced log-on may be required. (See Farebox/Cashbox Defects, on page 9 for further instructions.)

VERIFYING FARES

Check the farebox display to verify the amount deposited by the customer.

- All cash transactions must be inserted in increments of 10–15 seconds or the farebox will time out and dump the fare. If more time is needed, press and hold the middle of the screen for an additional 60 seconds to complete the fare transaction (Figure 4).
- If the fare is dumped before the full fare is inserted the fare will be recorded as full fare short.

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RECORDING FARES

Do not use the farebox to record rides paid via the Ventra Mobile Validator.

The full fare of $2.50 is the defaulted fare before and after each transaction. After money has been deposited, or if the customer boards without fare payment, press the option that corresponds to the type of transaction (Figure 4).

- Press the **$2.50 Full Fare** button for each full fare cash ride when in manual multiride or automatic multiride mode.
  - After each transaction, the farebox automatically sets the fare to the full amount of $2.50.
- Press the **$1.25 Reduced Fare** button for each reduced fare cash ride.
- Press the **$0.75 Student Fare** button for each student reduced fare cash ride.
- Press the **Regional Connect Flash Pass** button for each ride when a customer uses the Regional Connect Pass Ticket as a flash pass.
  - Request to see the customer's Regional Connect Pass Ticket and the Metra Monthly Ticket.
  - Verify that both the hologram sticker on the back of the Regional Connect Pass and the Metra Monthly Ticket are for the current month. If so, register the ride with *Regional Connect Flash Pass* button.
- Press the **Other Functions** button for clearing bill jams (see Bill Jam, page 8) and to accept bills the validator will not accept (see Bill Bypass, page 8).
- Press the **Free Ride (fare equipment defect)** button for each ride allowed due to a Ventra or farebox equipment defect.
- Press the **Free Ride (not otherwise recorded)** button to record each ride that has not been recorded in any other way (examples: an expired/suspended card, a customer who refuses to pay a fare and boards).

  Note: All events that require the **Free Ride (not otherwise recorded)** button to be pressed must be recorded on the CTA Form 3545 *Bus Operator's Daily Report*.
- Press the **Multiride** button to put the farebox in multiride mode to allow the farebox to accept multiple bills without registering an overpayment when a third bill is inserted.
  - An automatic multiride will initiate if a customer inserts a bill higher than $1. The Operator must select the appropriate fare options until the deducted amount reaches $0. If the money inserted is not exact, the remaining amount after all riders have been recorded can be dumped by pushing the green Dump button option. This will allow the screen to default to $2.50 for the next customer.
  - Verify the amount deposited via the screen.
- Press the **Authorized Free Ride** button for authorized free rides (examples: a child under 6 years old traveling with a fare-paying customer, a Chicago police officer in uniform, Cook County Sheriff's personnel with star and current ID card, Chicago traffic control aides, riders on a free bus shuttle and other reciprocal and compensated agreements).
- Press the **Subsidized Ride (U of C)** button for each subsidized ride upon display of required

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identification. On routes 171 and 172: students, faculty and staff of University of Chicago. On route 169: UPS employees.

Refer to current Fares Bulletins for more information and examples of valid identification.

Determine the amount of money that must be deposited by each customer, as specified in the current *Fares Executive Order*. The customer must deposit the proper fare for the type of rider.

Passenger Display

The passenger display screen on the farebox is designed to provide real-time communication to customers about the fare transaction process. When a new transaction begins, the screen will default to the standard fare amount of $2.50. As the customer inserts money (bills or coins), the screen will update in real-time and display the remaining amount to be paid (Figure 5).

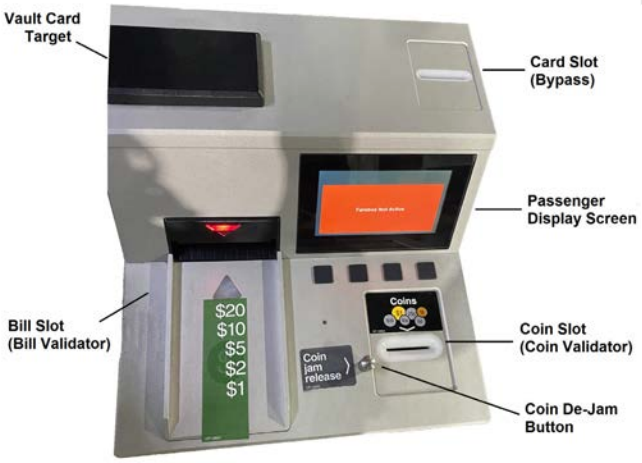

Figure 5: Front Face Passenger Display Screen

Bill Slot (Bill Validator)

The bill slot is illuminated when in service. The arrow shows the path for customers to insert bills. The bill slot can recognize $1, $2, $5, $10 and $20 bills. Once inserted into the bill slot the farebox will validate the bill and display the appropriate denomination on the OCU and customer display screen.

Coin Slot (Coin Validator)

The primary coin slot is used to insert coins and is illuminated when in service. When a coin is inserted in the coin slot, the appropriate denomination will be displayed on the OCU and passenger display screen.

- Only U.S. coins should be inserted into the coin slot.

PRE-PULLOUT CHECK

- Check that the farebox and Ventra MV is powered on.

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- Check that the farebox has a cashbox and that the cashbox has been emptied.
- Check that the coin slot bypass lever is in the pushed in position (Figure 2).
- If any feature does not operate correctly, **do not** pull out.
- Immediately notify the signout personnel or Transportation Manager if:
  - Any feature of the farebox does not operate correctly.
  - The coin slot bypass lever is in the bypass position (out).
  - Any evidence of tampering is found.

Accidental Overpayment of fare

Remind the customer that the farebox does not give change. If a full fare customer accidentally deposits a $5.00 bill or larger into the farebox or a reduced fare customer accidentally deposits a $2.00 bill or larger, the Operator must verify the overpayment. The farebox will automatically go into *multiride mode*.

Notify Control Center Operations. See SOP 7022 *Communicating with Control Center Operations by TCH.*

- Ask customer to complete the left-hand portion of CTA Form 3027 *Report of Captured Farecard/Overpayment of Fare*. Provide the customer with the bus, route, run and farebox number. If the customer requests assistance in completing the left-hand portion, provide whatever assistance is requested.

  Note: The bus must be secure at a safe location while assisting customers with the CTA Form 3027 *Report of Captured Farecard/Overpayment of Fare* or when filling out the right-hand portion of the form.

- In the right-hand portion, enter the following information in the spaces provided:
  - Direction of travel.
  - Time of overpayment.
  - Location where the customer boarded.
  - Whether or not the Operator observed the overpayment or error.
  - Amount of overpayment.
  - Badge number.
  - Date of occurrence.

  In the *Comments* section, include:
  - Amount of the fare due from the customer, if any.
  - Description of the object (if applicable).
  - Cashbox number.
- Be sure that the form is completed **thoroughly** and **legibly**. The customer retains the pink copy. Turn in the other two copies to the Transportation Manager upon return to the garage.
- Operators need to remind customers that the farebox does not give change. Operators then need to explain to customers that the overpayment can be transferred to a Ventra Card for use as Transit Value. In approximately 10 to 14 business days, customers will have the value

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transferred to their Ventra Cards. If customers have questions, they can call CTA Customer Service at 1-888-YOUR-CTA.

- Customers who decline the balance transfer of their overpayment to a Ventra Card will not receive a refund check. Their request with Customer Service will be closed. Any exceptions will be processed on a case-by-case basis.

Bill Jams

Operators must monitor all deposits to prevent customers from inserting anything into the bill slot that could cause a jam. Bills should be added one at a time.

If a bill jam occurs:

- The bill acceptor will display that it is not in service at the top of the OCU.
- Press the *Other Functions* button.
- Press the *Clear Bill Jam* button and a red Clear Jam screen will appear.
- When the red screen clears the OCU will display “No Bills Accepted.”
- Press the green Dump button and the jam will be cleared and ready for the next transaction.

Bill Bypass

If a bill is not accepted (for example, a torn or wet bill), the farebox will return the bill to the customer. The Operator must visually check the bill and if it appears usable, the bill can be reinserted using the override bypass feature on the OCU:

- Visually inspect the bill.
- Press the **Other Functions** button.
- Manually select from the dollar amount presented that corresponds with the bill.
- Press the appropriate fare amount until the balance is zero.

Coin Jams

Coin jams can occur in the coin slot. These are most frequently caused when foreign objects (slugs, washers, rings, paper, dollar bills, etc.) are deposited. Jams can also occur when too many coins are deposited at once in the coin slot. To avoid coin jams, coins need to be inserted one at a time. If a jam occurs in the coin slot:

- Ask the customer to press the coin de-jam button. Coins should then be released to the coin release tray. The customer should remove the coins and carefully redeposit them.

  Employees should offer assistance to customers with disabilities who may experience difficulty depositing currency or coins.
- If the jam does not clear, immediately notify Control Center Operations. Follow the Controller’s instructions.
- Use the coin slot bypass lever ONLY if instructed to do so by the Controller or supervisory personnel.

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Note: Operators should not stick anything into the coin slot as an attempt to dejam the machine.

Coin Bypass

If the coin presented is not deducted from the fare amount on the screen, it will be rejected to the coin return tray. When instructed to do so by the Controller or supervisory personnel, the Operator will pull out the coin slot bypass lever located on the back of the farebox, activating it. (See coin slot bypass lever in Figure 2.) Activating the coin bypass will change the illumination of the coin slot from the standard display shown in Figure 7 to the illuminated bypass slot shown in Figure 8. At this point, the coin bypass slot will become visibly illuminated, clearly indicating that it is active and ready to receive coins. Coins inserted into the illuminated bypass slot will not be deducted or shown on the OCU or passenger display screen.

Figure 7: Coin Slot

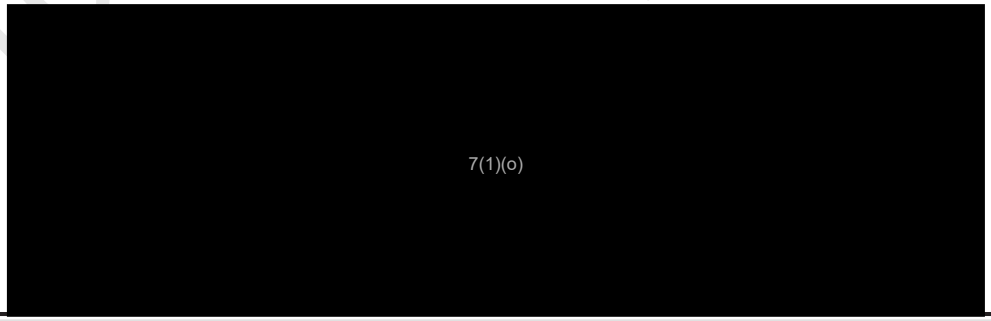
Figure 8: Coin Bypass Slot

FAREBOX/CASHBOX DEFECTS

If the farebox becomes defective due to a jam in the coin or bill slot, immediately notify the Controller and follow the Controller's instructions.

If the farebox fails to turn on or if the information does not transfer to the farebox during log-on, a forced log-on may be necessary:

- Get authorization from the Controller to perform a forced log-on.



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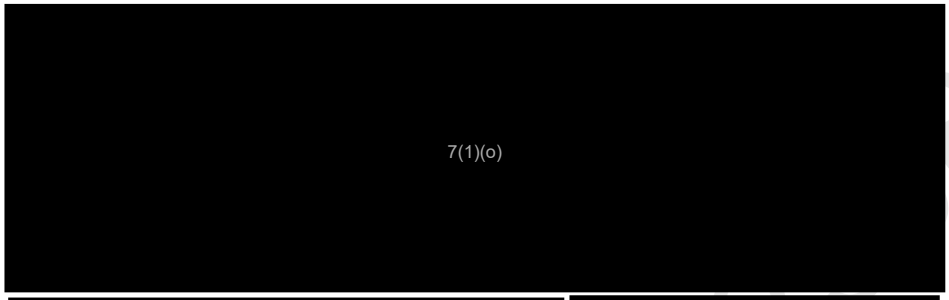

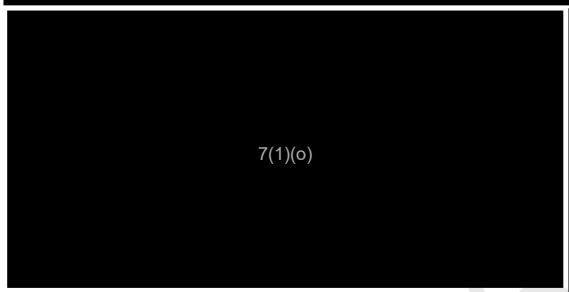

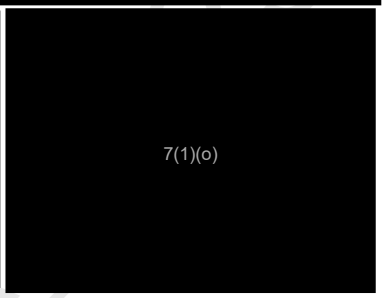

If the cashbox door opens while in service:

- Immediately curb the bus.
- Make a delay announcement to customers.
- Notify the Controller. Follow the Controller's instructions.
- Do not close the cashbox door. Leave it in the same position until a Supervisor arrives.
- If the bus is in the process of pulling out, notify the sign-out personnel or Transportation Manager and request another bus.

Reporting Defects

All farebox defects, evidence of tampering or other farebox problems must be reported to the Controller immediately.

At the vault island, **after the bus has been vaulted, or after pulling through the vault island if a Cash Box Puller is not available, do the following:**

- Park the bus in the designated area for buses requiring farebox repairs.
- Document the incident on CTA Form 3545 *Bus Operator's Daily Report*.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **8155 (06-22-25)**	**Page 1 of 14**

Title:	**Verifying and Collecting Fares: Bus (Ventra Mobile Validator and Driver Terminal)**
Issued to:	Bus Operators
Approved by:	Chief Transit Officer
Supersedes:	Bulletin G28-04 Message Received Light on Mobile Data Terminals; SOP Ventra Fare Collection: Ventra Mobile Validator and Driver Terminal, 8155 (04-30-17)

INTRODUCTION

Bus Operators are responsible for knowing the current fare structure and CTA's rules and procedures governing fare collection.

- Operators must verify that all rides paid at the Mobile Validator (MV) are counted by the Ventra fare collection system ("Go" screen, Figure 6).
- **Every ride counts!** Operators must record all free rides and cash transactions using the electronic farebox. See SOP 8208 *Verifying and Collecting Cash Fares: Bus*.

The two main components of the Ventra fare collection system on CTA buses are the Mobile Validator (MV) and the Driver Terminal (DT). The Ventra Mobile Validator and Driver Terminal validate customers' fare media and provide both visual and audible indications of fare payment.

Mobile Validator (MV) and Driver Terminal (DT) Overview

The MV and DT are shown in Figure 1 and Figure 2.

Figure 1: Mobile Validator (MV) Home Screen

Figure 2: Driver Terminal (DT) Home Screen

The MV faces the customer as the customer boards the bus. The MV (Figure 1) is located on the handrail near the farebox.

- Customers touch their Ventra Card, Ventra Limited Use Ticket, contactless credit/debit bank card or payment-capable cell phone to the lower half of the MV (with a yellow circular graphic and within it, an outline of a hand and contactless card) to pay their fare.

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- When a Ventra card or other fare medium is touched to the MV screen, it reads the fare medium and checks if the fare is valid.
- When a valid fare is successfully processed, the MV displays a green ***Go*** screen.
- The MV has four LEDs above the *Touch below* screen which indicate: power on (blue), busy or failed transaction (yellow) and ready to read or go (green). Red is not currently used.

The DT (Figure 2) enables the Operator to:

- Monitor customer transactions by displaying information about the customer's transit account, card or ticket. (When a customer taps a card to the MV, the DT displays the same screens that the customer sees on the MV.)
- Check Ventra account balances (see Balance Check, page 9 for when and how).
- Process multiple riders and reduced fares.
- The DT also allows the Operator to intervene with fare transactions when needed.

See instructions for use in Logging on to the MV and DT, page 3.

REQUESTING FARES

If a customer does not voluntarily provide fare payment when boarding the bus, the Operator must politely state the appropriate fare **only once**. Remain calm. Do not get into a verbal exchange with customers over fares.

If a customer has questions about how to pay the fare, let them know they may pay with any of these options:

- Cash.
- A Ventra card.
- A contactless bank card.
- A cell phone with a digital wallet application.

If a customer has questions about how to obtain a Ventra Card or Ventra Ticket:

- Tell the customer they may purchase a Ventra Ticket or a Ventra Card at a Ventra Vending Machine (VVM) at CTA rail stations and at retail locations such as Walgreens, CVS, Jewel, most currency exchanges and at many other nearby Ventra retail outlets.

Remind employees boarding the bus, including employees riding to and from relief points, to tap their employee IDs on the MV to register their rides.

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WHEN A CUSTOMER ATTEMPTS TO BOARD WITHOUT PAYING A FARE:

If a customer insists on riding without payment or with an insufficient payment, to avoid escalating the situation:

- Allow the customer to ride **without dispute**.
- Remain calm; do not argue, comment further, or get into a verbal exchange with the customer about the fare.
- Do not stop service.
- Practice de-escalation techniques learned in training, if necessary.
- Press *Free Rides (not otherwise recorded)* on the farebox to count the ride.

Note the incident on the CTA Form 3545 *Bus Operator's Daily Report*.

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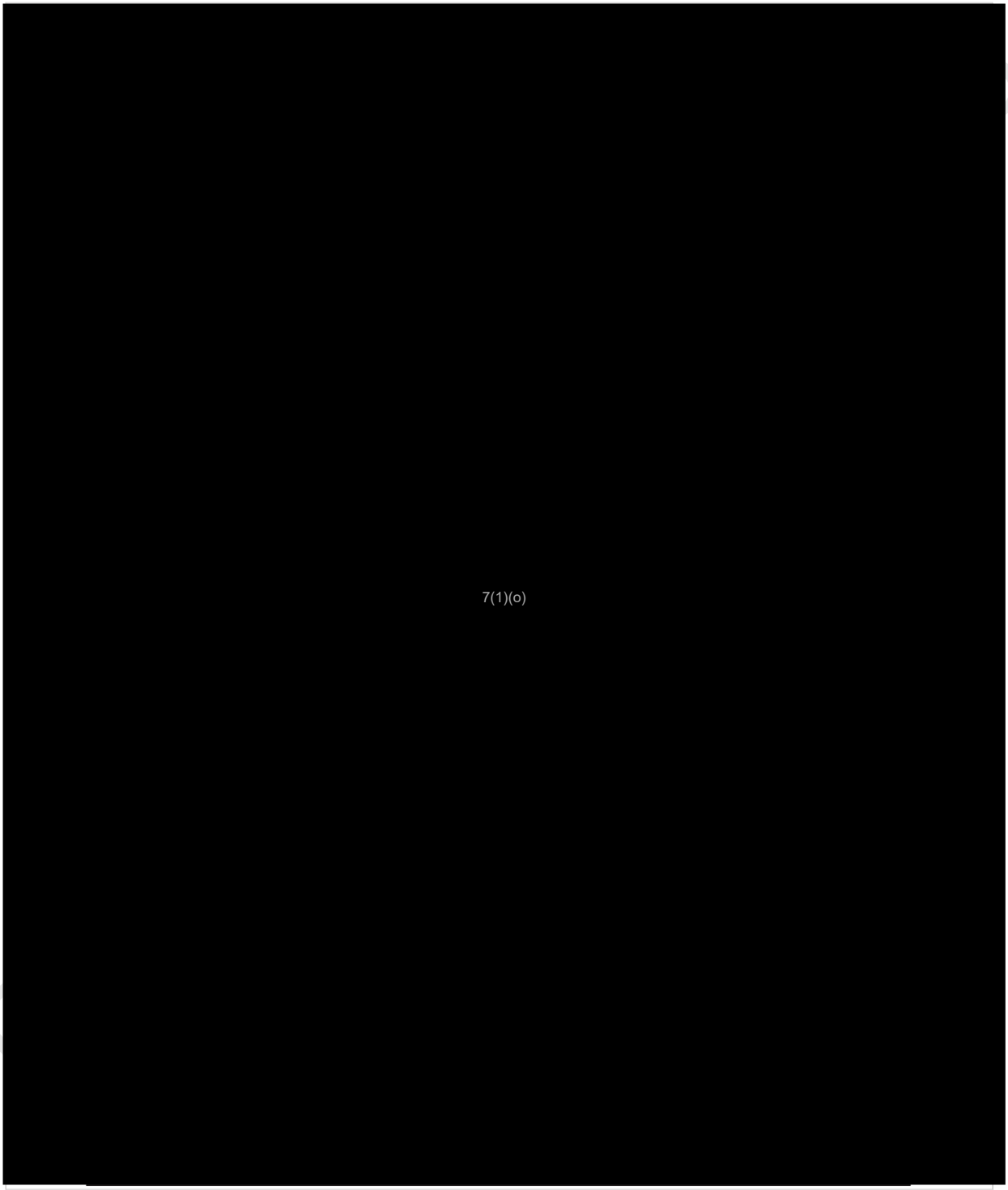
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Mobile Validator Responses to Customer Fare Media

If the Ticket is valid or the customer's card is accepted, the appropriate fare is deducted from the account.

- The MV will emit two tones and display ***Go*** (Figure 6).
- No fee is deducted on the second or third ride (transfer), provided that all three rides are taken within a two-hour period.
- A fourth ride in a two-hour period will be charged a new fare.

Figure 6: Go Screen

If the MV is unable to read the card, ***Please touch again - Card not read*** is displayed (Figure 7). It is likely the card was presented too quickly or too far away from the reader.

- Instruct the customer to present the card more slowly and hold it flat against the reader.
- If this message is displayed for several cards in a row, report the MV as defective through programmed message (PMSG) FAREQP VENTRA MV NOT READING CARDS. See SOP 7022 *Communicating with Control Center Operations by TCH* for details.

Figure 7: Please Touch Again Screen

REMINDER: WHEN A CUSTOMER IS DENIED FOR INSUFFICIENT FUNDS OR AN EXPIRED FARE MEDIUM, OPERATORS MUST POLITELY STATE THE APPROPRIATE FARE ONLY ONCE.
See Requesting Fares, page 2.

If the MV can read the customer's card but rejects it, the MV will display one of the red Stop screens.

- If ***Stop – Insufficient fare*** is displayed (Figure 8), the card's transit account has insufficient value to pay the fare.

  If the customer used one of the Reduced Fare Permit or Ride Free cards, ask the customer if the card has been activated.

  - If the customer says it has *not been activated*, direct the customer to call the RTA permit activation number (877-450-5328).
  - If the customer replies that the card *has* been activated, offer to perform a balance check to verify the card's status.

    Customers may also call Ventra Customer Service (1-877-NOW-VENTRA, 1-877-669-8368), who will refer the customer to the Special Fares Programs number.

Figure 8: Stop – Insufficient Fare

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Mobile Validator Responses to Customer Fare Media

You must offer to check the card's validity and transit account balance if:

- The MV displays the ***STOP - Insufficient fare*** (Figure 8) message and:
- Either:
  - The customer disputes and asserts that the card's transit account has enough value to pay a fare, **or**
  - An RTA Ride Free or Reduced Fare Permit was touched.

Note: To efficiently board customers onto the bus, only check balances upon request after an insufficient fare notice, and only check one card per customer. ***Only check balances <u>after</u> all other waiting customers have boarded the bus and paid their fares, while the bus is standing.***

See Balance Check, page 10 for step-by-step instructions.

- If ***Stop - Repeated use*** (Figure 9) is displayed:
  - The customer attempted to use a pass, ticket (single ride, 1- or 3-day pass) or employee/ pensioner ID card twice within the passback period.
  - If the customer is trying to pay for multiple riders, see Recording Multirides, page 7.

Figure 9: Stop – Repeated Use

- If ***Stop - Card/ticket expired*** (Figure 10) is displayed, the Card or Ticket has expired and is no longer valid.

Figure 10: Stop – Card/Ticket Expired

- If ***Stop - See customer service*** (Figure 11) is displayed, an unusual issue exists with the card.

  Instruct the customer to contact Ventra Customer Service at 1-877-NOW-VENTRA (1-877-669-8368).

Figure 11: Stop – See Customer Service

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USING THE DRIVER TERMINAL

The Bus Operator will need to use the DT for:

- Fare overrides for reduced fares.
- Multirides (when a customer uses a Ventra Card to pay for more than one fare).

Using Fare Overrides for Reduced Fares

The first tap of a reduced fare permit deducts a reduced fare from the card.

The Operator must press the *Fare Override* button on the DT (Figure 12) **before** a customer with a reduced fare permit taps their card to the MV whenever:

- A customer with a full fare Ventra Card requests and qualifies for a special transaction, such as:
  - A full fare Ventra Card is used to pay a reduced fare (for example, for a child).
  - A full fare Ventra Card that was used to pay a reduced fare is then used to tap for the transfer for a second or third boarding.
  - A full fare Ventra Card is used to pay for a paratransit customer's attendant.
- An ADA Paratransit and Reduced Fare card is used to pay a reduced fare for a paratransit customer's attendant.
  - The first tap of the ADA Paratransit and Reduced Fare card is automatically a reduced fare.
  - The Bus Operator must press the *Fare Override* button on the DT **before** the paratransit rider taps again. The second tap will then deduct a reduced fare for the attendant.
- An ADA Paratransit and Reduced Fare card is used to tap for transfers,
  - The first transfer (for the paratransit rider) will automatically process.
  - The Operator must press the Multiride button on the DT (Figure 14) before the paratransit rider taps again for the paratransit customer's attendant.

Press the *Fare Override* (1) button on the DT (Figure 12).

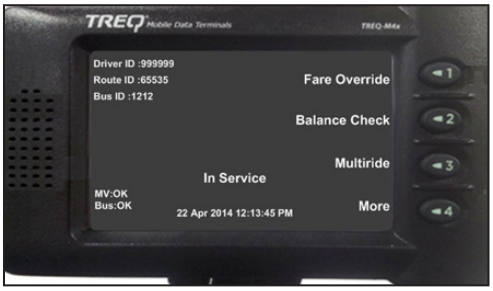

Figure 12: Fare Override Button

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Using Fare Overrides for Reduced Fares

The DT and MV will both display the ***Touch below - special transaction*** screen (Figure 13).

The customer then touches the card to the reader on the MV and the amount charged is changed automatically.

Figure 13: Touch Below Special Transaction

Recording Multirides

With Operator assistance, customers may pay a combination of reduced and/or full fares for up to seven riders if the customer:

- Has sufficient transit value in their Ventra Card transit account.
  - A card with a pass in its transit account can be used for multiple riders if there is also sufficient transit value in the account.
    - The first touch (the pass owner) will be the pass fare payment.
    - Subsequent touches will deduct full fares from the transit value in the Card's transit account.
- Uses a personal bank card *("Pay-as-You-Go")* without a transit account or without sufficient transit value in their transit account. Their bank card's account will be charged a full fare.
- Informs the Operator that they wish to pay additional fares.

Note: In a group of eight or more, a new card or ticket will be needed starting with the eighth person. There is no method in place to allow employees to override the seven fare maximum for any fare type.

FULL FARE VENTRA CARD MULTIRIDES

- After the first touch of a valid card, the MV will display ***Go***.
- If the customer then touches again with the same card, the ***Stop - Repeated use*** screen appears (Figure 9).
- Press the #3 (*Multiride*) button on the DT (Figure 14).

Figure 14: Multiride Button

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FULL FARE VENTRA CARD MULTIRIDES

- After each press of the Multiride button, the MV and DT will display ***Touch below to pay for another rider*** (Figure 15). The customer must then touch the card again.

Figure 15: Touch Below to Pay for Another Rider

REDUCED FARE VENTRA CARD MULTIRIDES

Eligible reduced fare Ventra Cards:

- A customer may use a Student Reduced Fare Card, U-Pass or a Military Service Pass to pay multiple fares if:
  - The card is valid for the special fare and it is ***first used*** by the customer whose name and picture appear on the card, and
  - There is sufficient transit value in the card's transit account to pay the additional fares, ***which will be full fare only***.
- An RTA Paratransit Card (serial number starting with "P") may pay an additional reduced fare for an accompanying personal assistant if the card's transit account has sufficient transit value.

Note: Payment for multiple fares is **not** allowed when using other RTA Reduced Fare or Free Ride Cards. These include, but are not limited to RTA D (disabled) and S (senior) cards.

- If a reduced fare Ventra Card is used, the card owner must tap first.
- If a customer using a full fare Ventra card wishes to pay multiple reduced fares,
  - Press the *Fare Override* button on the DT for the first reduced fare.
  - **Before** the customer touches the card for each reduced fare, press the *Multiride* button on the DT (Figure 14).

Note: It is not necessary to use both the *Multiride* and *Fare Override* buttons for multiple reduced fares paid with a single card.

Transfer eligibility for each rider will be recorded in the card's transit account and will be available to the group when boarding a second and third CTA or Pace vehicle.

The same Operator/customer procedure applies to this group of reduced fare riders when using their transfer eligibilities on the single card.

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RESPONDING TO DEFECTIVE FARE CARDS

- If the fare card is obviously damaged, politely state the appropriate fare **only once** and refer the customer to Ventra Customer Service (1-877-NOW-VENTRA, 1-877-669-8368).
- If the fare card does not appear damaged and **other customers are experiencing the same problem**:
  - Allow the customer(s) to ride free.
  - Register the free ride(s) by pressing the *Free Ride (fare equipment defect)* key on the farebox.
  - Notify the Controller of the apparent equipment defect and resulting free rides.
  - Document the incident on CTA Form 3545 *Bus Operator's Daily Report.*
  - Complete a CTA Form 4946 *Defective Bus* card and leave it folded and partially inserted in the farebox coin slot.
- If **other customers are not experiencing the same problem**, the card is likely defective.
  - Politely state the appropriate fare **only once**.
  - Refer the customer to Ventra Customer Service (1-877-NOW-VENTRA, 1-877-669-8368).

BALANCE CHECK

To perform a balance check following the guidelines on page 6:

- Press the #2 (*Balance Check*) button on the DT home screen (Figure 16).

DT Display and Actions	*Corresponding MV Display and Actions*
	No change until next step.

Figure 16: Balance Check Button

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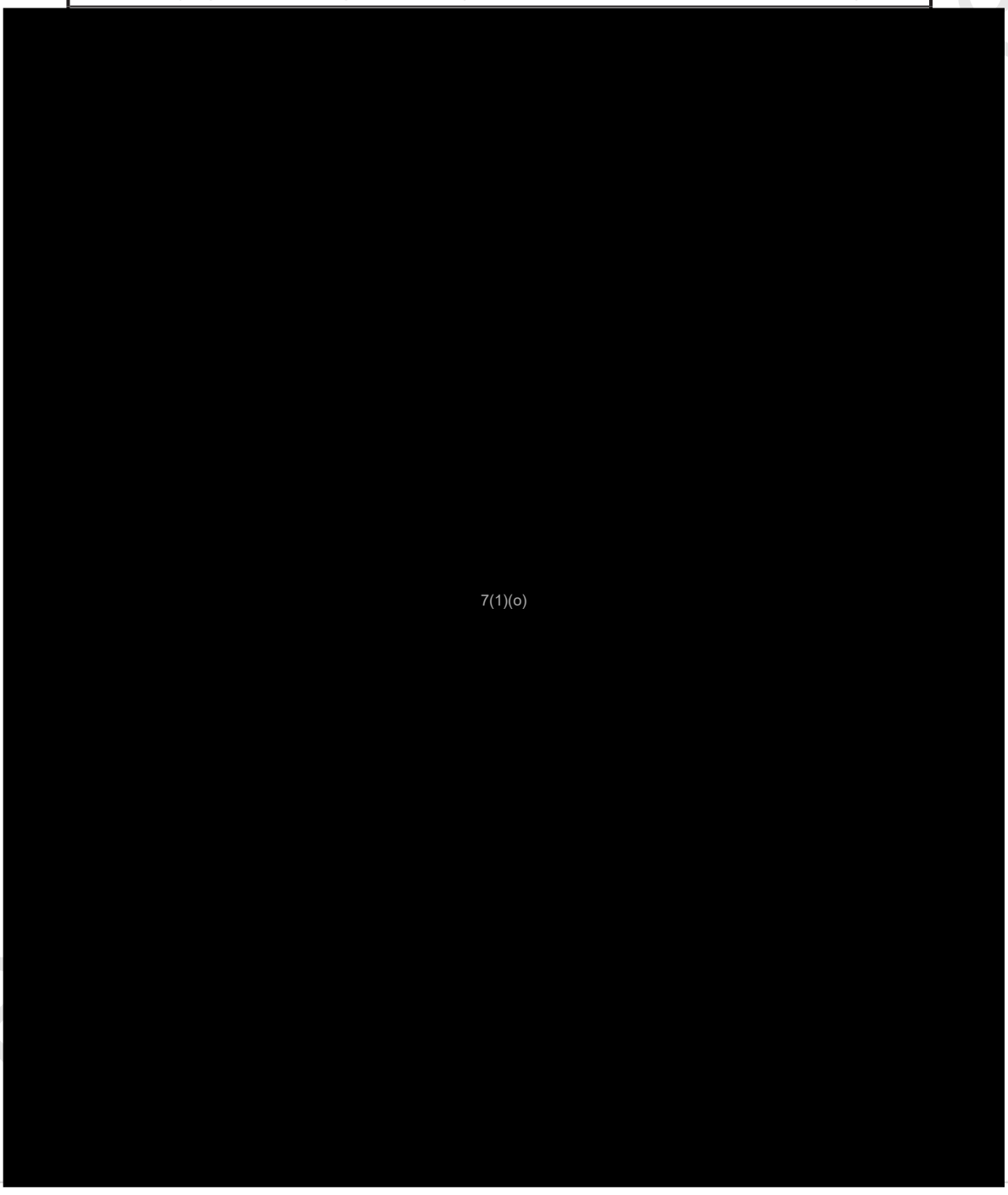
Title: Verifying and Collecting Fares: Bus (Ventra Mobile Validator and Driver Terminal)	

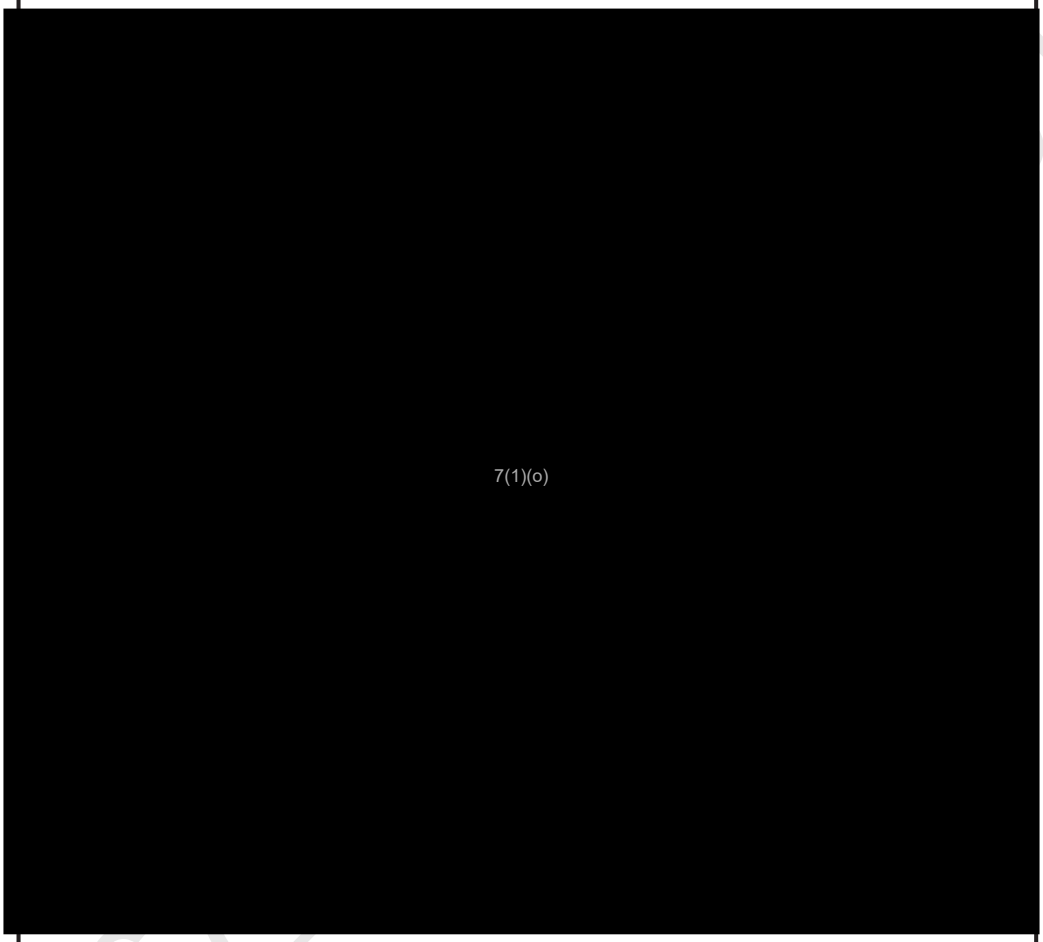


Publication number: 8155 (06-22-25)	Page 12 of 14
Title: Verifying and Collecting Fares: Bus (Ventra Mobile Validator and Driver Terminal)	

[redacted]

7(1)(o)

Publication number: 8155 (06-22-25)	Page 13 of 14
Title: Verifying and Collecting Fares: Bus (Ventra Mobile Validator and Driver Terminal)	



R106

[redacted]

7(1)(o)

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

R106[redacted]13

F14-18 New CTA Employee, Pensioner, Contractor, Volunteer and Tenant Identification (ID)

Chicago Transit Authority
Transit Operations

Rail	file	X	Bus	file	X
	post	X		post	X
	spl.			other	
F14-18					

Supersedes F54-13, F74-13, F75-13

Fares Bulletin

TO: All Concerned

SUBJECT: New CTA Employee, Pensioner, Contractor, Volunteer and Tenant Identification (ID) Cards

EFFECTIVE: Saturday, June 30, 2018

Current CTA Employee, Pensioner, Contractor, Volunteer and Tenant Identification (ID) cards will begin to expire on Saturday, June 30, 2018.

NEW ID CARD FEATURES

Functionality

The new CTA Employee, Pensioner, Contractor, Volunteer and Tenant ID cards will have the same capabilities and features of current ID cards with updated expiration date of June 30, 2023.

CTA Employee ID Card Design

The design of the CTA Employee ID remains the same, continuing to feature CTA's mission statement, blue and red bands and multi-colored dots representative of the colors of the rail lines.

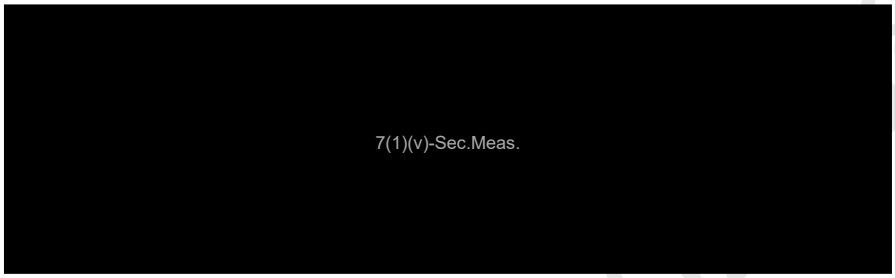
CTA Contractor ID Card Design

The new CTA Contractor ID is positioned vertically, rather than the current, horizontal positioning. Some CTA Contractors are permitted riding privileges. For the classification of Contractors permitted riding privileges, the Contractor ID card will state in green text, 'This card is valid for riding purposes' (Figure 2). For the classification of Contractors not permitted riding privileges, the Contractor ID card will state in red text, 'This card is not valid for riding purposes' (Figure 3).

RTA FOIA 20250813

CTA Pensioner ID Card Design

The new CTA Pensioner ID will continue to be positioned horizontally, but now features a gray bar on back and front displaying the word, ‘pensioner’ (Figures 4 and 5).



If you have any questions regarding the contents of this bulletin, contact a Supervisor, Instructor, Controller or Manager.

Chief Transit Officer

MR/ka
F14-18
06/04/18

R1067_FOIA_2025-813

F27-24 Reminder: #128 Soldier Field Express Fares

Chicago Transit Authority
Transit Operations

Rail	file		Bus	file	X
	post			post	X
	spl.			other	
F27-24					

Supersedes F36-23

Fares Bulletin

TO: All Concerned – Bus

SUBJECT: Reminder: #128 Soldier Field Express

EFFECTIVE: **Immediately**

In Fares Executive Order 2023-01, the round-trip full fare to board #128 Soldier Field Express going to Soldier Field is $5.00, and the reduced fare is $2.50. **All CTA passes are now valid on this route.** Customers may pay the round-trip fare with cash or Ventra when boarding at Ogilvie Transportation Center and Union Station.

Logging on to the New FB|30 Farebox (for buses with older fareboxes, skip to Cash Payments)

For buses with the new FB|30 Farebox, the force log-on procedure must be followed to ensure that the correct special fare for route #128 Soldier Field Express is available.

1. Log on to the Clever Devices Transit Control Head (TCH) as usual.
2. Log off of the new FB|30 farebox. Select yes to answer the prompt “Are you sure you want to sign off?”
3. Use the Force Logon screen on the FB|30 farebox to log back on. Enter badge number, route 128 and the assigned run number. Press the green checkmark to move to the next field or screen.
4. Verify that the farebox screen displays “128 - Soldier Field Express” and “Please pay $5.00.”

Cash Payments

For buses with the older fareboxes, log on as usual per 8195 *Verifying and Recording Fares Using the Electronic Farebox*.

When customers pay fares with cash, the Operator must:

- Visually verify that the appropriate fare was paid.
- For older fareboxes,
  - Press the (*) (SPECIAL FARE) key to register each customer’s full or reduced cash fare.
  - For those paying cash in one payment for multiple riders, press (*) for each customer.
  - Press the green “Dump” button to clear the farebox display and drop money into the cashbox.
- For the new FB|30 farebox, press the appropriate button ($5.00 Full Fare or $2.50 Reduced Fare).
  - For those paying cash in one payment for multiple riders, press the appropriate button again for each customer.
  - Press the green “Dump” button to clear the farebox display and drop money into the cashbox.

R1067_FOIA_20250813

Ventra Payments

Customers using a full fare Ventra Card with transit value or a valid pass, or other Ventra media, must tap their card or payment-enabled device to the bus's Mobile Validator to record the fare.

- For customers paying with transit value, the correct fare will be automatically deducted from the card's transit account.
- A single Ventra card with sufficient transit value can pay up to seven fares.

Customers who use a full fare Ventra Card to pay a reduced fare must request Operator assistance.

- Operators must press "Fare Override" on the Driver Terminal.
- The transaction will process at the reduced fare of $2.50.

Free Rides

Customers who qualify for free rides must present appropriate credentials.

For older fareboxes, press key #8 (AUTHORIZED FREE RIDE) to register each free boarding. Every ride counts!

For the new FB|30 farebox, press the green dump button to register each free boarding. Every ride counts!

Return Trip

The return trip is **included** in the initial fare. When customers board at Soldier Field for a return trip:

- Do not collect additional fares. Customers using Ventra cards should NOT touch their card again to return.
- **For older fareboxes, Operators must press the (*) key for each returning rider. Every ride counts!**
- **For the new FB|30 farebox, press the green dump button to register each returning rider. Every ride counts!**

Note: Operators should board customers using front *and* rear doors upon the discretion and on-site assistance of the Bus Service Supervisor. The Bus Service Supervisor must count customers boarding at the rear door and inform the Bus Operator of the count.

If you have any questions regarding the contents of this bulletin, contact a Supervisor, Instructor, Controller or Manager.

Chief Transit Officer

TG/tg
F27-24
09/26/24

R1067-FOIA_20250813

F11-23 November 2023 CTA/Metra Link up Pass (Tickets and Cards)

Chicago Transit Authority
Transit Operations

Rail	file	X	Bus	file	X
	post	X		post	X
	spl.			other	
F11-23					

Fares Bulletin

TO: All Concerned – Bus and Rail

SUBJECT: November 2023 CTA/Metra/Pace Regional Connect Pass (Tickets and Cards)

EFFECTIVE: **Wednesday, November 1, 2023 through Thursday, November 30, 2023**

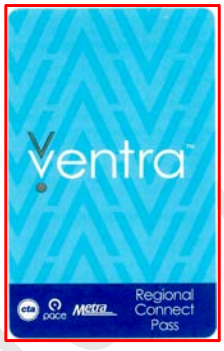
The October 2023 CTA/Metra/Pace Regional Connect Pass (available in ticket or card form) is valid until 1900 on Tuesday, October 31, 2023.

In July 2022, the CTA/Metra/Pace Regional Connect Pass (available in ticket or card form) replaced the CTA/Metra Link-Up Pass. The November 2023 Regional Connect Pass is accepted on regular CTA and Pace service **on all days and at all times** from Wednesday, November 1, 2023, through Thursday, November 30, 2023.

REGIONAL CONNECT PASS TICKET

The ticket form of the Regional Connect Pass can only be purchased from Metra and is shown below. The front of the card is two-tone blue. The CTA, Pace and Metra logos and the words "Ventra™" and "Regional Connect Pass" are printed in white. The back of the ticket includes a bar code and the terms of use. A hologram sticker identifies the month when the pass is valid.

This ticket functions as any Ventra ticket does. Customers touch the ticket to the Mobile Validator (MV). Bus Operators must verify the customer is holding a valid Metra Monthly Rail Ticket.



November 2023 Regional Connect Pass (Ticket) (front)

November 2023 Regional Connect Pass (Ticket) (back)

November 2023 Metra Monthly Rail Ticket

USING THE REGIONAL CONNECT PASS TICKET AS A FLASH PASS

If the bus or turnstile MV is inoperable, or if the Regional Connect Pass Ticket cannot be read or stops working, the November 2023 Regional Connect Pass Ticket can be used as a Flash Pass as follows:

R1 - CTA - 20250813

1. Ask customer to display the Regional Connect Pass Ticket and Metra or South Shore Line Monthly Ticket.
2. If **both** the hologram stickers on the back of the Regional Connect Pass Ticket and the Metra Monthly Ticket are valid for the current month, **allow the customer to use the Regional Connect Pass Ticket as a Flash Pass**. If **not**, the customer must pay a full fare.
   - Bus Operators must press the **#2 key** to register the ride.
   - Customer Service Representatives and Customer Service Assistants must use their Ventra Access Cards to allow entry through the turnstile. Record the use of the Access Card on the *Daily Activity Report – Customer Service Representative/Customer Service Assistant*.

NOTE: If a Regional Connect Pass Ticket is captured in the bill slot of a bus farebox, tell the customer to obtain a new ticket from Metra. Apologize for the inconvenience and request a fare.

REGIONAL CONNECT PASS ON A VENTRA CARD

Customers can purchase a CTA/Metra/Pace Regional Connect Pass with the Ventra app if they have **also** purchased a Metra Monthly Ticket in the app. The Regional Connect Pass will be stored in the customer's Ventra transit account, just as any other pass. During the pass's valid days, the pass can be used for fare payment. If a Ventra Card with a Regional Connect Pass is presented **outside** of the valid month, however, a **full fare** will be paid using transit value in the card's account.

To use the Regional Connect Pass on a Ventra Card, the customer touches the Ventra Card (with the Regional Connect Pass in its transit account) and the appropriate fare (Regional Connect Pass or transit value) is deducted.

If the bus or turnstile MV is inoperable, or the electronic Regional Connect Pass cannot be read or stops working, the November 2023 Regional Connect Pass on a Ventra Card can be used as a Flash Pass. (See above)

ELECTRONIC METRA MONTHLY TICKET PURCHASED USING THE VENTRA APP

If the customer bought their Metra Ticket in the Ventra App, the customer's smartphone will store the ticket.

- Ask the customer to display the Metra Ticket on the phone. An image similar to Figure 1 will display.
- Ask the customer to touch the square bar code in the lower right corner. An image similar to Figure 2 will display. Note the activation and "VALID UNTIL" dates. If the activation date and "VALID UNTIL" date are valid and will remain valid through the beginning of the **next** month, it is a valid **monthly** Metra ticket.

Figure 1

Figure 2

Employees must offer to assist customers with disabilities who experience problems touching a Ventra Card to the MV.

If you have any questions regarding the contents of this bulletin, contact a Supervisor, Instructor, Controller or Manager.

Chief Transit Officer

LM/lm
F11-23
10/26/23

R10_FOIA_02-0813

SOP 7088 Form Reports: Criminal Complaint Card

cta	**Transit Operations** **Standard Operating Procedure**	**Publication Number:** **7088 (10-15-17)**	**Page 1 of 2**

Title:	**Form Reports: *Criminal Complaint Card***
Issued to:	All Operations Personnel
Approved by:	Interim Chief Transit Officer
Supersedes:	Form Reports: *Criminal Complaint Card*, 7088 (04-19-15)

INTRODUCTION

CTA Form 3053 *Criminal Complaint Card* is used to document the key facts of a criminal incident that resulted in an employee signing a criminal complaint with law enforcement authorities. It can also be used as a guide to completing other required reports and forms.

All employees who are involved in or witness an incident that results in the signing of a criminal complaint must complete this form.

HOW TO COMPLETE THE FORM

The *Criminal Complaint Card* must be completed legibly in ink according to the following instructions.

1. Enter the date that the card is being completed.
2. Print your name.
3. Enter your badge number and your home garage or terminal.
4. Enter the date (including the year) and time that the incident occurred.
5. Enter the location where the incident occurred, including the line/route.
6. Enter your run or trick number, if applicable. If the incident occurred on a bus or train, indicate the bus or rail car number.
7. Print the name of the police officer requesting the complaint.
8. Enter the star number of the police officer and indicate the police district to which the person cited in the complaint was taken.
9. Enter the number of the Police Report (RD number).
10. If a CTA Supervisor responded, enter the Supervisor's name, radio call number and badge number.
11. Enter the court branch which will be hearing the case and the court date assigned to the case.
12. Enter the court location and the assigned time of the hearing.
13. Print the name of the person cited in the complaint.
14. Enter the address of the person cited in the complaint.

R1067_FOIA_20250813

Publication number: 7088 (10-15-17)	Page 2 of 2

Title: Form Reports: *Criminal Complaint Card*

15. Indicate the nature of the complaint (e.g. disorderly conduct, armed robbery, etc.)

16. Briefly describe the incident and all pertinent information not included in the previous sections of this report, including whether the event save button was activated on a bus.

17. Include in this space:
    - a description of actions taken by police, supervisory personnel or concerned parties
    - the name and badge number of the CTA Manager or Supervisor on duty
    - any instructions given by police or CTA supervisory personnel
    - any other information that may be useful or relevant

18. Indicate if the Controller was notified
    - if the Controller was notified, indicate the time and by whom
    - if the Controller was *not* notified, indicate the reason

19. Enter the name of the Manager at the time of the incident.

20. Attach completed CTA Forms 3701 *Courtesy Cards* with witnesses' names.

SUBMITTING THE FORM

Completed cards must be forwarded to the Manager as soon as possible along with any other required reports, including completed *Courtesy Cards*.

CRIMINAL COMPLAINT CARD

Today's Date (1) ____/____/____

Name (2) _____

Badge (3) _____ Garage/ Terminal (3) _____

Chicago Transit Authority
567 West Lake Street
Chicago, IL 60661
(312) 664-7200

Date of Occurrence (4) _____ 20_____ Time_____M

Location (5) _____ Route_____

Run/Trick # (6) _____ Bus/Car #_____

Police Officer's Name (7) _____

Star# (8) _____ District _____

Police Report# (RD#) (9) _____

Supervisor at Scene (10) _____ Badge _____

Court Branch (11) _____ Date _____

Location (12) _____ Time _____

Defendant's Name (13) _____

Address (14) _____

Criminal Complaint (15) _____

_____

Attach witnesses' names on Courtesy Card.

Important : Include description of occurrence on reverse side.

cta 3053 (rev. 6/17) Operations (front)

Description of Occurrence: (16)

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_____

Remarks: (17)

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_____

❒ Controller Notified (18)

Manager's Name (19) _____

cta 3053 (rev. 6/17) Operations (back)

S:\SOPS\Bus & Rail - Signed & In Effect\708803 (10-15-17).indd

R10 FOR 20250813

SOP 8048 Form Reports: Defective Bus

cta	**Transit Operations** **Standard Operating Procedure**	**Publication Number:** **8048 (04-16-17)**	**Page 1 of 3**

Title:	**Form Reports: *Defective Bus***
Issued to:	Bus Operators
Approved by:	Robert L. Smith Chief Transit Officer
Supersedes:	Form Reports: *Defective Bus*, 8048 (10-12-14)

INTRODUCTION

A *Defective Bus* card (CTA Form 4946) must be completed and left in the bus whenever a Bus Operator leaves a bus with defects. The card must be completed prior to vaulting, relief or bus replacement.

Cards are available from the Clerk at the garage. Bus Operators must begin each shift carrying a minimum of three cards in their courtesy card kits. Use the cards to report defects on buses traded off or turned over to a Relief Operator on the street. Be sure to also note all defects on the *Bus Operator's Daily Report* (CTA Form 3545).

A defect must initially be reported to the Controller via the Transit Control Head (TCH), or by telephone (See SOP 7021, *Reporting Trouble*). Refer to the defect/troubleshooting screens whenever you experience equipment trouble. If the problem is not covered, or if you are in doubt, notify the Controller for instructions. Multiple defects need not be reported to the Controller, since the first report will flag the bus for maintenance personnel. However, **note all defects** on the *Defective Bus* card.

AT TIME OF PULL-IN OR RELIEF

Pulling In

Allow the bus spotter or other maintenance personnel, if present, to enter notations in the *FOR MAINTENANCE USE* section of your completed *Defective Bus* card.

- The maintenance employee will remove the top white original copy. The hang tag with the remaining copies will be returned to you.
- Detach the remaining paper copies from the hang tag.
- At the vault island, suspend the hard copy from the handrail near the farebox.

Street Relief

If you are being relieved on the street, detach and retain all three paper copies. Give the hang tag to the Relief Operator to leave on the bus when they finish their work.

If you receive a hard copy of a *Defective Bus* card from an Operator that you relieve, you must properly suspend it from the handrail near the farebox when pulling in for vaulting.

If a Relief Operator discovers a **previously unreported** defect, they must send an equipment defect message via the TCH or contact the Controller by phone and complete a new *Defective Bus* card.

R1067 - FOIA_20250813

Publication Number: 8048 (04-16-17)	Page 2 of 3
Title: Form Reports: Defective Bus	

All *Defective Bus* cards must be suspended from the handrail upon vaulting and **all** defects must be noted on the *Bus Operator's Daily Report* (CTA Form 3545).

NOTE: Before Relief Operators report a defect they must check in the bus for a hard copy of a Defective Bus card that indicates if the previous Operator already reported the same defect. If the defect was reported earlier, the Relief Operator should not report that same defect again.

SUBMITTING FORMS

- Submit all of the remaining paper copies of the *Defective Bus* card(s) to the garage Clerk when turning in.
- See that the Clerk initials and dates all copies and returns each pink copy to you as a receipt for your report(s) of defects. Keep all pink copies for your records.
- Obtain replacement *Defective Bus* cards from the garage Clerk and place them in your courtesy card kit.

FILLING OUT THE DEFECTIVE BUS CARD

Use a ballpoint pen. Press hard enough to ensure that all four copies are clear and legible and that they contain the following information (see form illustration on page 3):

1. Your bus number.
2. Your run number.
3. Today's date.
4. Your signature.
5. Your badge number.
6. The time you noticed or were notified of the defect.
7. Place an X in the box provided when the Control Center is notified, and enter the time of notification.
8. Describe the defect(s) on the lines provided. Use the back of the card ("Description of Defect") if more space is needed. List the part or system which seems to be defective. Then state the problem which you experienced: for example: "Brakes grab" or "Brakes fade" or "Brakes cause wheels to pull" (to the left/right). In the event of a defective farebox, also complete the yellow *Bus Operator Farebox Trouble Report* (CTA Form 5521*)* which is available from the Clerk.
9. **If your shift ends with a street relief**, place an X in the box on the form and enter the run number of the relief.

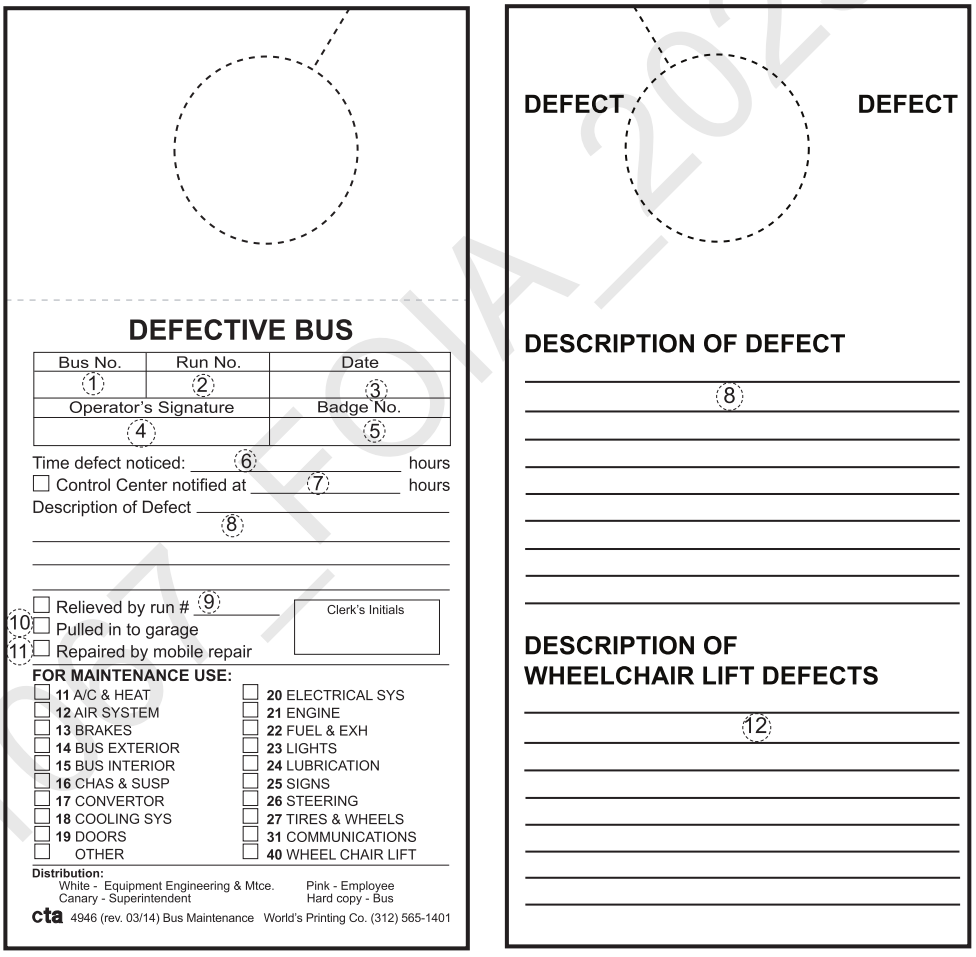
R1067_FOIA_20250813

Publication Number: 8048 (04-16-17)	Page 3 of 3
Title: Form Reports: Defective Bus	

10. **If you are pulling in at the end of your run**, place an X in the box provided.

11. **If the defect was repaired on the street,** place an X in the box provided.

12. If the ramp is defective, provide details here.



DEFECTIVE BUS

Bus No. (1)	Run No. (2)	Date (3)
Operator's Signature (4)		Badge No. (5)

Time defect noticed: (6) hours

☐ Control Center notified at (7) hours

Description of Defect (8)

☐ Relieved by run # (9)

10 ☐ Pulled in to garage

11 ☐ Repaired by mobile repair

Clerk's Initials

FOR MAINTENANCE USE:

☐ **11** A/C & HEAT	☐ **20** ELECTRICAL SYS
☐ **12** AIR SYSTEM	☐ **21** ENGINE
☐ **13** BRAKES	☐ **22** FUEL & EXH
☐ **14** BUS EXTERIOR	☐ **23** LIGHTS
☐ **15** BUS INTERIOR	☐ **24** LUBRICATION
☐ **16** CHAS & SUSP	☐ **25** SIGNS
☐ **17** CONVERTOR	☐ **26** STEERING
☐ **18** COOLING SYS	☐ **27** TIRES & WHEELS
☐ **19** DOORS	☐ **31** COMMUNICATIONS
☐ OTHER	☐ **40** WHEEL CHAIR LIFT

Distribution:
White - Equipment Engineering & Mtce. Pink - Employee
Canary - Superintendent Hard copy - Bus

cta 4946 (rev. 03/14) Bus Maintenance World's Printing Co. (312) 565-1401

Front

DEFECT **DEFECT**

DESCRIPTION OF DEFECT

(8)

DESCRIPTION OF WHEELCHAIR LIFT DEFECTS

(12)

Back

S:\SOPS\BUS - Signed & In Effect\804803 (04-16-17).indd

R107 - FOIA - 20250813

SOP 8080 Form Reports: Surveillance Card

cta	**Transit Operations** **Standard Operating Procedure**	**Publication Number:** **8080 (07-19-15)**	**Page 1 of 2**

Title: **Form Reports: Surveillance Card**

Issued to: Rapid Transit Operator, Customer Service Representative, Customer Service Assistant, Bus Operator

Approved by: Chief Transit Operations Officer

Supersedes: Form reports: Surveillance Card, 8080 (05-08-05)

INTRODUCTION

Chicago police officers are assigned to periodically check CTA buses, trains and rail stations as a deterrent to crime. These checks are recorded on a CTA Surveillance Card, form *cta 2787*. When a police officer or a team of officers board a bus or train, or enter a rail station, they either may request a Surveillance Card from the Bus Operator or the Customer Service Representative (CSR) or Customer Service Assistant (CSA) or may present one to the employee. In either case, the card is used to record the same information. Cards presented by police officers are color-coded (red-bus; green-rail) and serialized to enable the Chicago Police Department to gather certain data on CTA surveillance.

When a surveillance check is conducted, the card must be completed by the on-duty employee and the original and copy distributed according to this procedure. *Only one card per surveillance check, per police officer, may be completed.*

The following conditions must be met before a CTA employee completes a card.

- For CSRs and CSAs: The police officer must make a physical observation check of the platform.
- For Bus Operators: The police officer must have ridden the bus at least one-half (1/2) mile or five minutes. *Exception: One-man patrol units may request a completed card without riding.*
- For Rapid Transit Operators (RTOs): The police officer may be given a card whenever a request is made.

COMPLETING THE FORM

All RTOs, CSRs, CSAs and Bus Operators are required to have a supply of Surveillance Card forms available at all times.

To save time, employees may partially complete cards by entering known information such as their name, badge number and garage/terminal or station. Extra cards are available from the garage or terminal clerk.

R1067 - FOIA - 20250813

Publication number: 8080 (07-19-15)	Page 2 of 2
Title: Form Reports: Surveillance Card	

Complete the form by entering the following information (see Figure 1):

1. Check the appropriate box - "did ride" or "did not ride"
2. Employee's name
3. Badge number
4. Date
5. Garage/terminal or station (CSRs and CSAs use station)
6. Run/trick number
7. Bus/car number
8. Location and time surveillance started
9. Location and time surveillance ended
10. Police star number
11. Police beat number

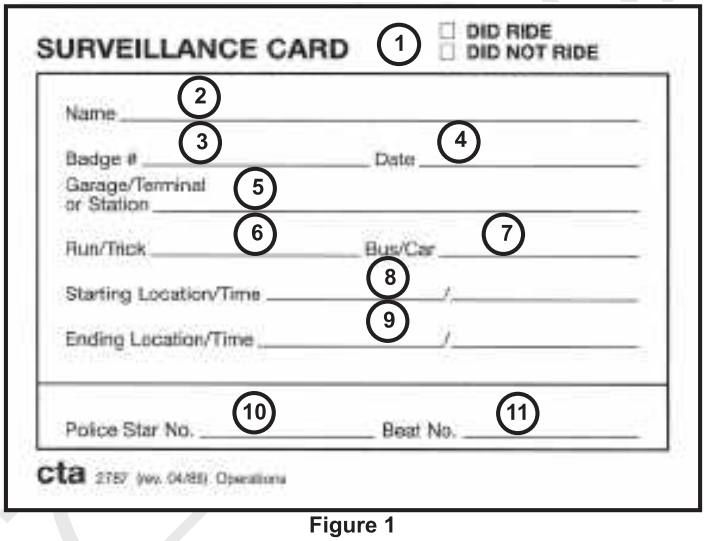


Figure 1

DISTRIBUTION OF THE FORM

- Give the completed original to the police officer.
- Bus Operators must turn in the copy to the garage clerk.
- RTOs must turn in the copy to the terminal clerk.
- CSRs and CSAs must file the copy in the appropriate location in the kiosk, to be picked up and delivered to the terminal by the Courier.

SOP 8109 Traffic Violation While on Duty

cta	**Transit Operations** **Standard Operating Procedure**	**Publication Number:** **8109 (01-24-16)**	**Page 1 of 3**

Title: **Traffic Violations While On Duty**

Issued to: Bus Operator, Bus Service Supervisor

Approved by: Robert L. Smith
Chief Transit Officer

Supersedes: Traffic Violations While On Duty, 8109 (07-10-11)

INTRODUCTION

If you are cited for a traffic violation while operating a CTA vehicle, immediately notify the Control Center (C/PC). Notify C/PC again at the conclusion of the incident to inform them of its details and conclusion. Submit the required reports, as described in this procedure, to inform CTA and to protect your driving privileges. Notify CTA **within one week** of the *final* disposition of each traffic violation you receive.

Instead of surrendering your driver's license, complete a *Memorandum Card* (form *cta 3283*) and offer it to the police officer in lieu of your driver's license. If the police officer will not accept the *Memorandum Card*, surrender your driver's license.

There are four types of traffic violations: 1) noncompliance violations, 2) moving violations with no damages or injuries, 3) administrative notices of violation (ANOV) and 4) moving violations with damages or injuries.

1) NONCOMPLIANCE VIOLATIONS

Examples of noncompliance violations include, but are not limited to:

- City or state vehicle sticker expired or not displayed
- No tail lights or brake lights
- No turn signal

The police officer on the scene will issue you an envelope and a ticket. To notify CTA and to protect your driver's license, the procedure below must be followed after a **noncompliance violation** ticket is received:

- You must complete a *Miscellaneous Incident Report* (form *cta 4092*) and attach the envelope and photocopy of the traffic ticket. Turn the report in to your Manager on the day the traffic ticket is received.
- You or your Manager must notify the Project Specialist (Coordinator) of the CTA Law Department's Subrogation Division within one week of the date on which the violation was received.
- Do not plead guilty without first consulting a CTA attorney.

The ticket will have instructions on how to contest it, how to pay an associated fine, traffic school options and when/if to appear in court. If you are to appear in court, you must make arrangements to do so.

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Publication Number: 8109 (01-24-16)	Page 2 of 3
Title: Traffic Violations While On Duty	

2) MOVING VIOLATIONS (not involving property damage or personal injury)

Examples of moving violations include, but are not limited to:

- Speeding
- Failure to obey traffic signals
- Illegal turns
- Changing lanes improperly

The police officer on the scene will issue you an envelope and a ticket. The envelope contains instructions regarding how to contest the ticket, how to pay an associated fine, traffic school options and when/if to appear in court. If you are to appear in court, you must make arrangements to do so.

To notify CTA and to protect your driver's license, the procedure below must be followed after a **moving violation** ticket (with no damages or injuries) is received:

- You must complete a *Miscellaneous Incident Report* (form *cta 4092*) and attach the envelope and a photocopy of the traffic ticket to it. Turn the report in to your Manager on the day the traffic ticket is received.

- If you decide to contest the ticket, see your Manager to determine if contesting it will conflict with scheduled work hours.

3) ADMINISTRATIVE NOTICE OF VIOLATION

An administrative notice of violation (ANOV) is issued for violating parking or other City of Chicago ordinances while operating a CTA vehicle. This includes “red light” and speed camera violations, but does **not** include other moving violations, which are dealt with in sections 2 and 4 of this document.

If your image or the image of the CTA vehicle you are driving is photographed running through a red light (“red light” violation), CTA will be responsible for paying the fine, as required by City of Chicago laws. This applies to “red light” camera tickets **only**.

4) MOVING VIOLATIONS (involving property damage/personal injury)

If the police officer on the scene issues you an envelope and a ticket as the result of an accident involving property damage and/or personal injury, to notify CTA and to protect your driver’s license, the procedure below must be followed:

- You must complete a *Contact with Vehicle/Pedestrian/Fixed Object Report* (form *cta 4094*) and attach the envelope and a photocopy of the ticket to it. Turn the report in to your Manager on the day the ticket is received.

- You or your Manager must notify the Project Specialist (Coordinator) of the CTA Law Department’s Subrogation Division within one week of the date on which the violation was received.

- Do not plead guilty without first consulting a CTA attorney.

- Make arrangements to appear in court on the date indicated on the ticket.

R1057_FOIA_20250813

Publication Number: 8109 (01-24-16)	Page 3 of 3
Title: Traffic Violations While On Duty	

- If the violation occurred while operating a CTA vehicle, you *may* be eligible to be represented by a CTA lawyer in court, depending on current collective bargaining agreements.
  - If a CTA lawyer accompanies you to court, you will receive a pay slip for the day, and are responsible for turning it in to your clerk for processing.
- Non-exempt employees will be compensated for appearing in court according to the collective bargaining agreement.

S:\SOPS\Bus & Rail - Signed & In Effect\SOP 810902(01-24-16).indd

R1067_FOIA_20250813

G03-17 Customer Rules of Conduct

Chicago Transit Authority
Transit Operations

Rail	file	X	Bus	file	X
	post	X		post	X
	spl.			other	
G03-17					

General Bulletin

TO: All Concerned

SUBJECT: Customer Rules of Conduct – Personal Items, Loitering and Trespassing

EFFECTIVE: Immediately

The Chicago Transit Authority is committed to providing our customers with safe, clean, on time, courteous and efficient transit service. In accordance with this commitment, CTA has updated its Customer Rules of Conduct guidelines regarding personal items, loitering and trespassing when using the Authority's transportation system and property.

A new information campaign will inform customers via signs in stations and vehicles (see Figure 1). A pamphlet that summarizes the Rules of Conduct will be distributed to stations and garages. (See Figure 2 on page 2).

Personal Items

- Personal items are limited in size and quantity. Customers must be able to manage their own personal items in one trip on/off CTA vehicles and through paid areas of rail stations.
- Personal items may not block customer movement or access. This includes entering, exiting, moving through aisles and access to priority seating for seniors and customers with disabilities.
- Personal items may not occupy seats.
- Personal items may not be stored on CTA property except where authorized.

Loitering

- Customers may not remain on the CTA system for more than one continuous trip without exiting the paid area and re-entering by paying a second fare.
- Customers may not ride on the system continuously in excess of two hours without exiting the system.
- Customers may not camp or sleep on CTA property and may not engage in any other activity that is not related to transit and not otherwise authorized by law or CTA.

Trespassing

- Customers may not enter CTA property after oral or written notice is given that such entry is forbidden.
- Customers may not enter into an area closed off to the public.
- Customers may not remain on CTA property after receiving oral or written notice from any law enforcement officer or CTA employee or contractor to depart.
- Customers may not enter into the paid area of CTA property without paying the required fare.

Rules of Conduct
For the safety and comfort of all customers, all CTA rules and regulations must be obeyed. Listed below are select rules; however, all persons on CTA property are subject to all rules and regulations.
For a complete list, see station attendant or visit transitchicago.com/rules.
Para una lista completa de reglas, consulte el asistente de la estación o visite transitchicago.com/rules.
Failure to pay a fare or violation of any rule may result in fine, ejection and/or arrest.
Falta de pago de una tarifa o infracción de cualquier regla puede resultar en multa, expulsión o arresto.
Valid fare required for each ride
No soliciting
No littering or creating unsanitary conditions
No lying down or sleeping
Limit personal items
No vandalism
No skateboarding or bike riding
Bikes permitted
except weekday rush periods (7-9am and 4-6pm) and select heavy ridership periods
Station staff may restrict bike access due to crowding; staff instruction must be followed.
Chicago Transit Authority
cta

Figure 1 Station Sign

R1067 FOIA 20250813

Note: Failure to follow a lawful direction or request from a CTA employee, representative, security agent or police officer is prohibited on transit vehicles and other CTA property.

Operating employees must communicate and advise on the Customer Rules of Conduct.

- Rules of Conduct are summarized in the Rules of Conduct pamphlet (CTA Form 1650). A Spanish version of the pamphlet will be available as well (Form 1651).
- Rail stations and bus garages will be supplied with copies of the pamphlet.
- Provide a copy of the Rules of Conduct pamphlet to customers upon request.
- If a customer refuses to abide by the Customer Rules of Conduct, notify the Communication / Power Control Center for further instructions. Do not dispute or make physical contact with the customer.

Contact a Supervisor, Controller, Instructor or Manager with any questions regarding the contents of this bulletin.

Robert L. Smith

Chief Transit Officer

Figure 2 Rules of Conduct pamphlet

EH/eh
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R1067 - FOIA 2013

Day Four - Safety Notice of the Day

Day 4

Safety Notice!

Basics

- Do not escalate fare disputes

- Make occasional safety announcements

- Curb the bus if a problem arises

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Home Study Assignment #3

Bus Operator Initial Training Home Study Assignment #4 – Day 4

1. How many rides can a full fare Ventra Card purchase at one time? _____

2. A 1-Day Pass is good for _____ from its_____

3. How much is deducted from a full fare Ventra Card when used to purchase one ride on a bus?

   a. $2.25
   b. $1.10
   c. $2.00
   d. None of the above

4. How much is deducted from a full fare Ventra Card when it is used to transfer to another CTA bus within 2 hours?

   a. $1.00
   b. $0.25
   c. $0.50
   d. $0.00
   e. None of the above

5. How much is deducted from a full fare Ventra Card when it is used to transfer to a third CTA bus within 2 hours?

   a. $1.00
   b. $0.25
   c. $0.50
   d. $0.00
   e. None of the above

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Bus Operator Initial Training Home
Study Assignment #4 – Day 4

6. How much is deducted from a Student Reduced Fare Card when used to purchase a ride on a bus on Sunday? _____On a school day at 0930 hours.?
   _____

7. How many rides can a Ventra Student Reduced Fare Card purchase at one time?
   _____

8. What is the fare for an Evanston crossing guard, in uniform, boarding in Evanston on a Tuesday at 1400 hrs.? _____

9. What is the fare for a Chicago Police officer, in uniform, boarding in Skokie?

   a. $2.00
   b. $0.25
   c. $2.25
   d. $0.00

10. What is the total cash fare on a bus for an adult with two 5-year-old children?
    _____

11. What is the fare for a 6-year-old child riding alone?

    a. Free
    b. $1.10
    c. $2.25
    d. None of the above

12. Two children, ages 6 and 5, riding alone must pay?
    _____

13. How much cash must be deposited if 2 adult child care workers and their group of six eight-year old children board the bus? _____

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Bus Operator Initial Training Home
Study Assignment #4 – Day 4

14. A high school student who rides at a reduced fare must present a valid Ventra Student Reduced Farecard M-F between 0530 and 2030 hours on days when school is in session.
    a. True
    b. False

15. For an adult to qualify for a reduced fare, they must have:
    _____
    _____
    _____

16. What is the cost of a Ventra CTA 7-day pass? _____

17. A paratransit customer must present an _____ to qualify for a reduced fare.

18. A CTA employee must touch their _____to ride for free

19. A customer pays a reduced fare if he has an RTA Reduced Fare Card that has an ID number that begins with the letter S, D or R.
    a. True
    b. False

20. The basic fare for an undercover Chicago Police Officer, boarding in Chicago, with his badge and ID is_____

21. What is the “passback” period? _____
    _____

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Bus Operator Initial Training Home
Study Assignment #4 – Day 4

22. What procedures should a Bus Operator follow if a customer with a full fare Ventra Card wants to pay a reduced fare on a bus? _____
_____
_____

23. A Ventra ticket pays for

a. One ride
b. Two rides and one transfer
c. One ride two transfers
d. Two rides

24. Money can be added to a full fare Ventra Card at _____
_____
_____

25. A 13-year old girl can ride at reduced fare if:
_____
_____
_____

26. Two (2) reduced fare riders board the bus; each has a valid Ventra RTA reduced fare card. One pays with cash and the other uses his RTA card to pay.
How much cash should be collected?

a. $2.50
b. $2.25
c. $0.25
d. None of the above

27. How much will be deducted from a Ventra Student Reduced Fare Card's account on a Sunday?

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Bus Operator Initial Training Home
Study Assignment #4 – Day 4

_____

_____

28. When 2 adults and 3 children (all age 9) use a single Ventra Card to pay, full fare transfer eligibility is maintained for:

_____

_____

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DAY FIVE

Bus Operator Training

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SOP 8255 Bus Operator Check-In Procedures to Obtain a Secure Bus Access (SBA) Pin

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **8255 (03-26-23)**	**Page 1 of 5**
Title:	**Check-In Procedure to Obtain a Secure Bus Access (SBA) PIN for Buses and 7000 Series Trains**		
Issued to:	All CTA personnel operating and maintaining buses or 7000 series trains		
Approved by:	Chief Transit Officer		
Supersedes:	SOP Bus Operations Check-In Procedure to Obtain a Secure Bus Access (SBA) PIN, 8255 (07-19-15)		

INTRODUCTION

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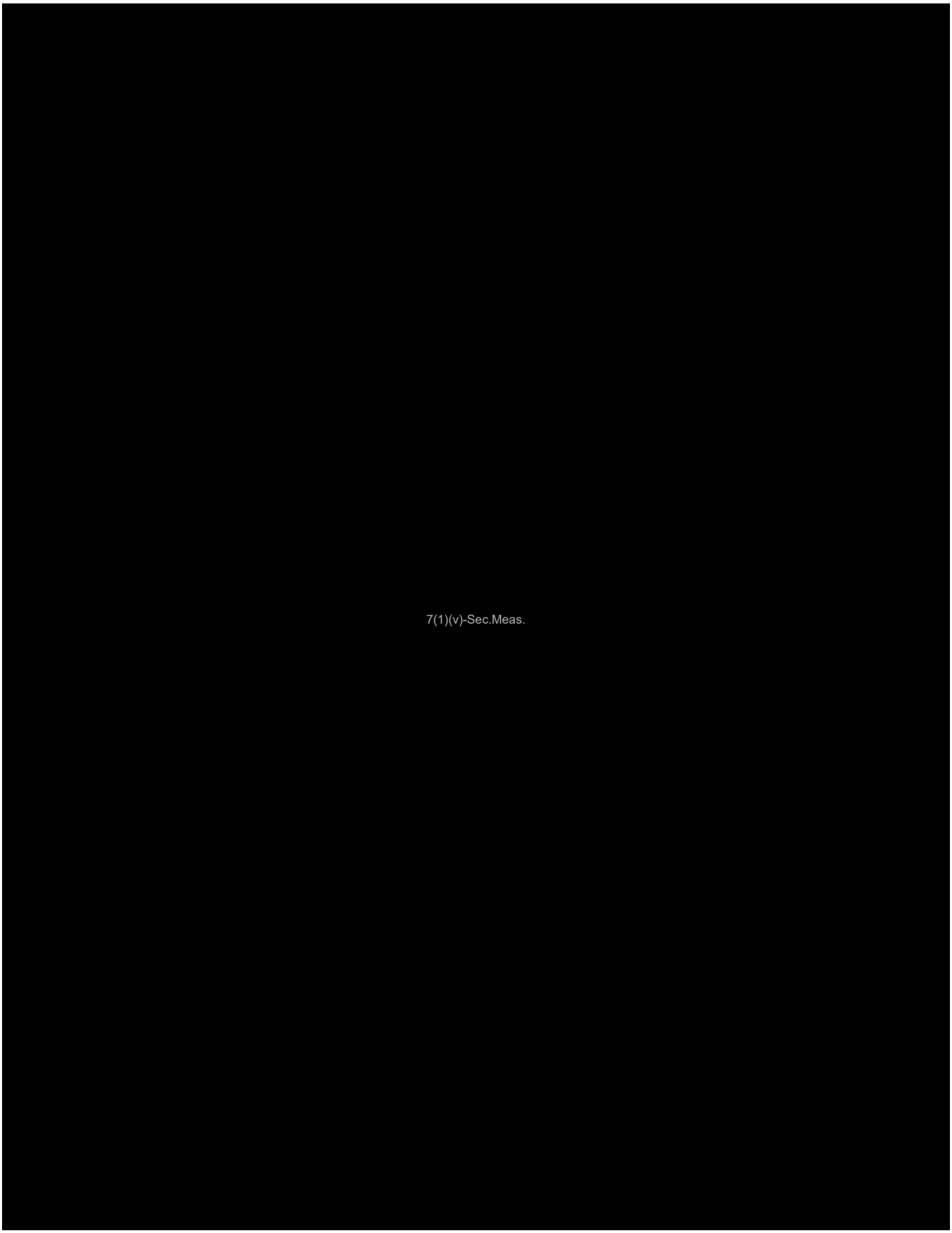
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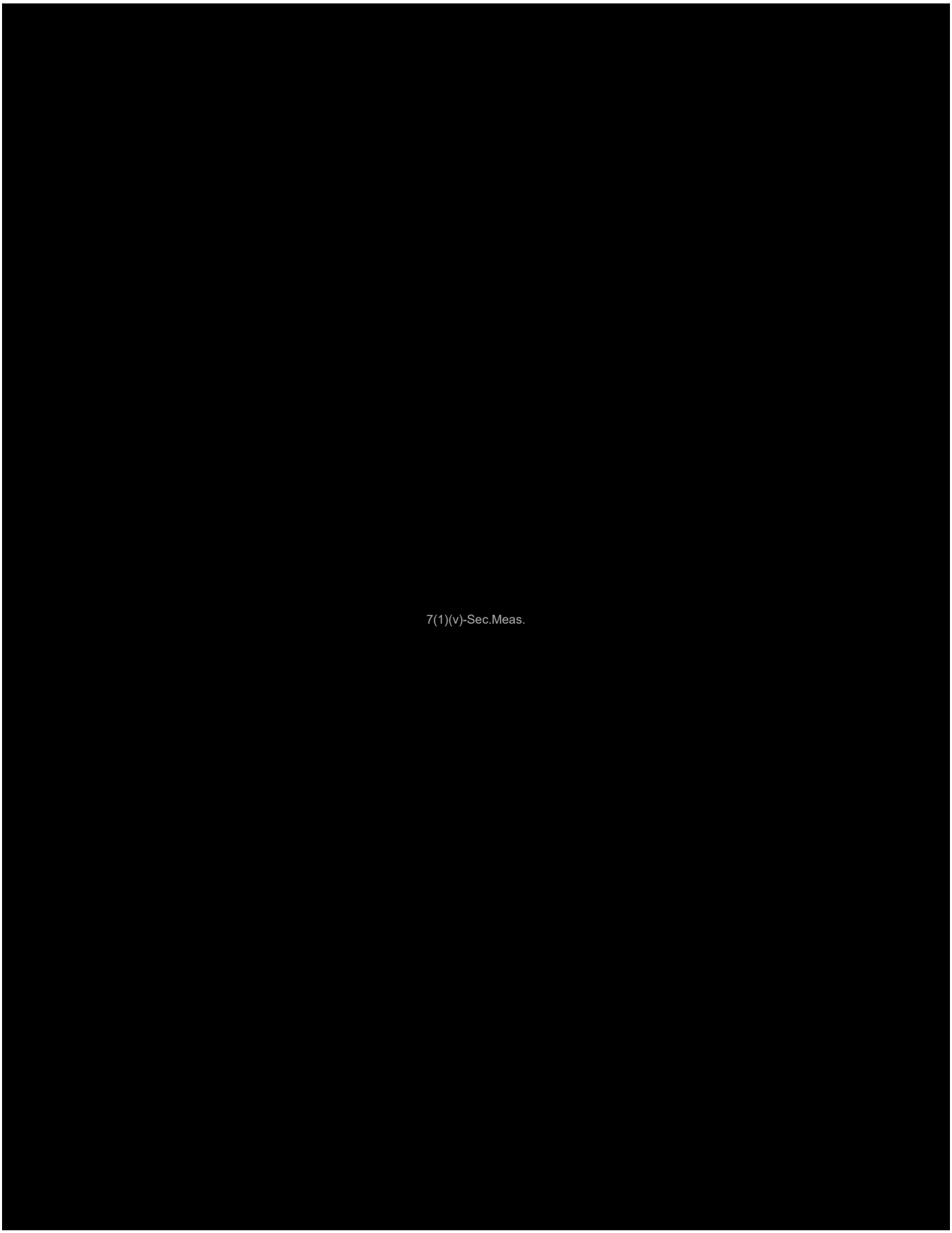
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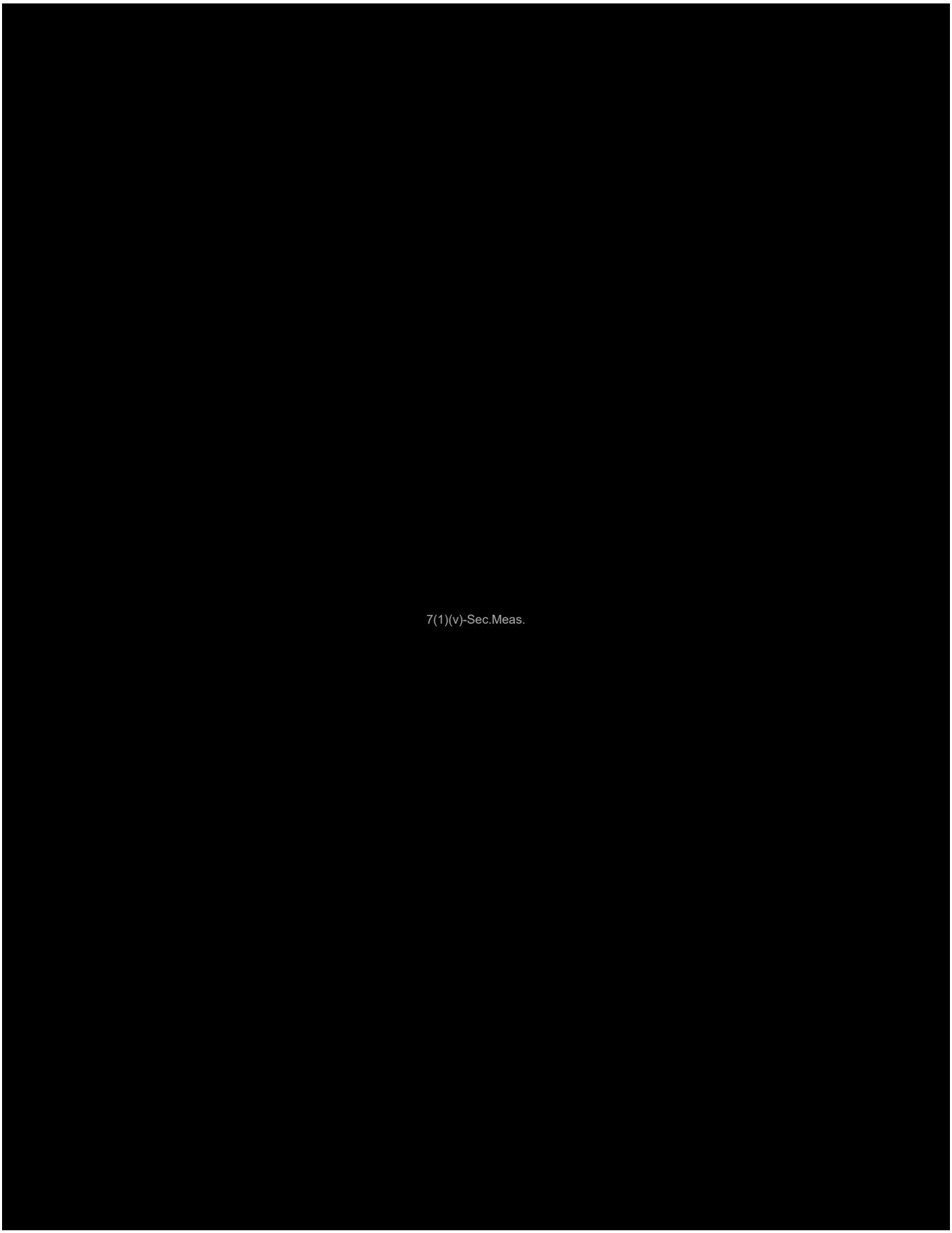
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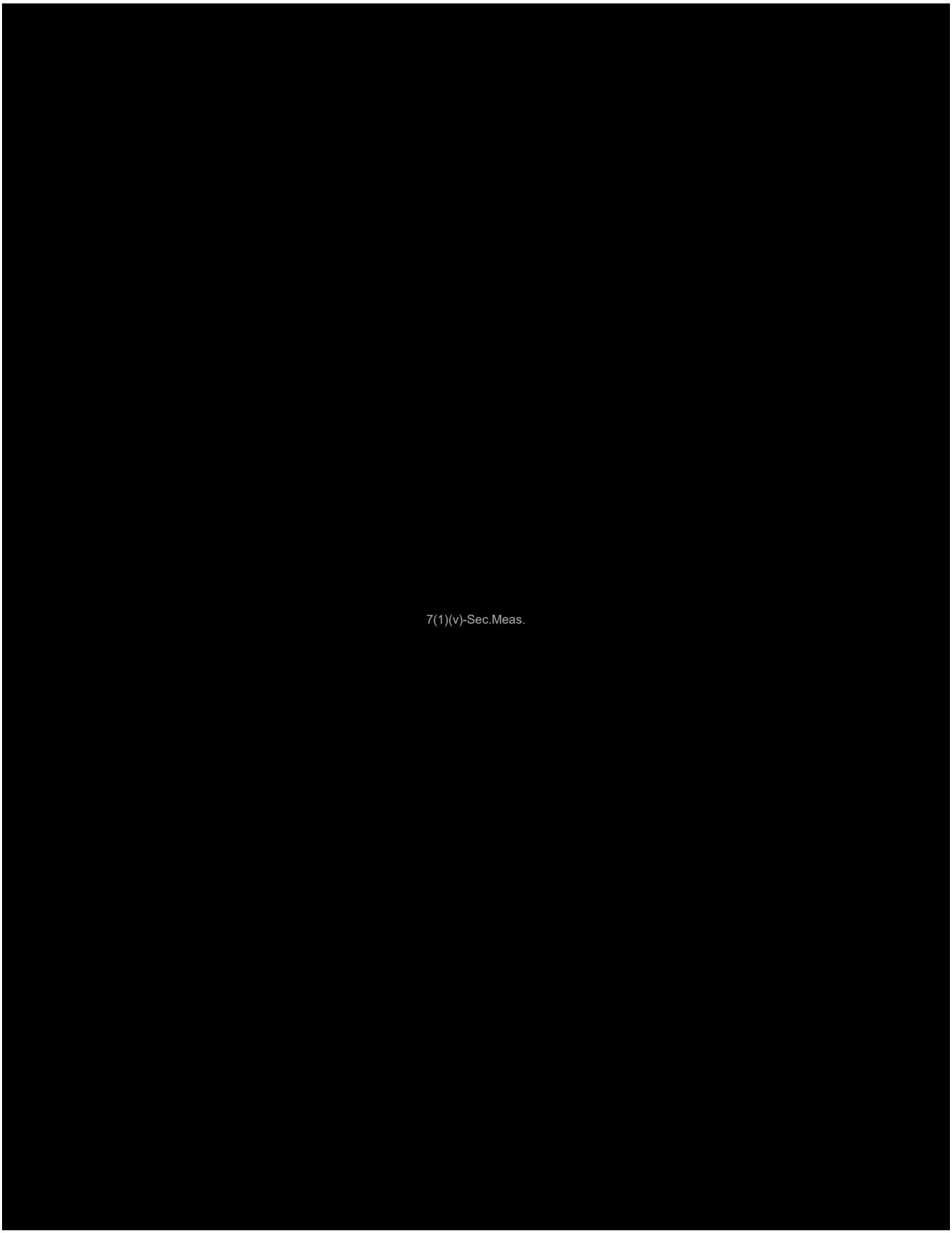
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SOP 7022 Communicating with Control Center Operations by TCH

	Transit Operations Standard Operating Procedure	Publication Number: 7022 (06-08-25)	Page 1 of 10

Title: **Communicating with Control Center Operations by TCH**

Issued to: All Bus Operations Personnel, Bus Controllers, Bus Service Supervisors

Approved by: Chief Transit Officer

Supersedes: None

INTRODUCTION

This document serves as a guide for contacting Control Center Operations using the Clever Devices Intelligent Vehicle Network (IVN) on-board technology installed on all CTA buses. For more information, refer to SOP 8177 *Clever Devices On-Board Bus Technology (AVAS, SBA, CleverCAD): Log-On, Main Operation, Troubleshooting*. Additionally, see SOP 7021 *Reporting Trouble* for details on **when** to contact Control Center Operations.

COMMUNICATION WITH CONTROL CENTER OPERATIONS

(Clever Devices Computer Aided Dispatch–*CleverCAD*)

One of the most vital functions of the Clever Devices system is to provide a means of communication between the Bus Operator and Control Center Operations. A broad range of communication requests and programmed (text) messages can be sent from the TCH to Control Center Operations. Control Center Operations can send a text to the Operator and initiate two-way voice communication.

Operators are responsible for monitoring their TCH and reading any message received from Control Center Operations as soon as it is received and safe to do so.

CURB AND COMPLETELY STOP THE BUS,
APPLY PARKING BRAKE AND PLACE BUS IN NEUTRAL
BEFORE READING/SELECTING/SENDING TEXT MESSAGES
OR ATTEMPTING TWO-WAY VOICE COMMUNICATION.

Levels of Communication

There are four communication levels, organized here in priority order from the lowest level (non-emergency or routine situations) to the highest level (critical emergency requiring immediate action).

- Programmed Messages (PMSG).
- Request to Talk (RTT).
- Priority Request to Talk (PRTT).
- Silent Alarm.

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SOP 7025 Programming Signs and Announcements

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **7025 (06-08-25)**	**Page 1 of 3**

Title:	**Programming Signs and Announcements**
Issued to:	All Bus Operations Personnel, Bus Controllers, Bus Service Supervisors
Approved by:	Chief Transit Officer
Supersedes:	SOPs: None

INTRODUCTION

The Clever Devices system coordinates the display of signs and announcements on buses. Public service announcements (PSAs) play automatically every 8-10 minutes. Messages are occasionally added into or deleted from the message list. For further information about logging on, see SOP 8177 *Clever Devices On-Board Bus Technology (AVAS, SBA, CleverCAD): Log-On, Main Operation, Troubleshooting.*

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SOP 8177 Clever Devices On-Board Technology (AVAS, SBA, CleverCAD: Log-On, Main Operation, Troubleshooting

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **8177 (06-08-25)**	**Page 1 of 23**

Title:	**Clever Devices On-Board Bus Technology (AVAS, SBA, CleverCAD): Log-On, Main Operation, Troubleshooting**
Issued to:	All Bus Operations Personnel, Bus Controllers, Bus Service Supervisors
Approved by:	Chief Transit Officer
Supersedes:	Clever Devices On-Board Bus Technology Operation (AVAS, SBA, CleverCAD), 8177 (07-24-22)

INTRODUCTION

This document is a guide for operating the Clever Devices Intelligent Vehicle Network (IVN) on-board technology installed on all CTA buses.

Features of the Clever Devices system provide:

- A single log-on to all bus systems: the bus itself, Ventra fare equipment, the farebox, the Secure Bus Access system (SBA), the Automated Voice Annunciation System (AVAS), and the communication functions of the CleverCAD dispatch system.

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- Public service and automated stop announcements through the Automatic Voice Annunciation System (AVAS).
- Control of destination sign messages.
- Transmission of messages, reports and service restoration instructions between the bus and Control Center Operations using the Clever Devices Transit Control Head (TCH) aboard buses, with or without accompanying voice communication (CleverCAD).
- Emergency alarms from the bus to Control Center Operations, which include the location of the bus and the capability of the Controller to covertly listen in to activities on the bus.
- Control of voice radio functions.

Other SOPs related to on-board computer systems used to operate the bus include:

- 7022 *Communicating with Control Center Operations by TCH*
- 7025 *Programming Signs and Announcements*
- 8155 *Collecting Fares: Bus (Mobile Validator and Driver Terminal)*
- 8188 *Clever Devices On-Board Bus Technology Manual Mode: Operating Fill Routes, Extra Work and Non-Route Destination Signs*
- 8189 *Restoring Service – Bus*
- 8208 *Verifying and Collecting Cash Fares: Bus*

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Publication number: 8177 (06-08-25)	Page 2 of 23
Title: Clever Devices On-Board Bus Technology (AVAS, SBA, CleverCAD): Log-On, Main Operation, Troubleshooting	

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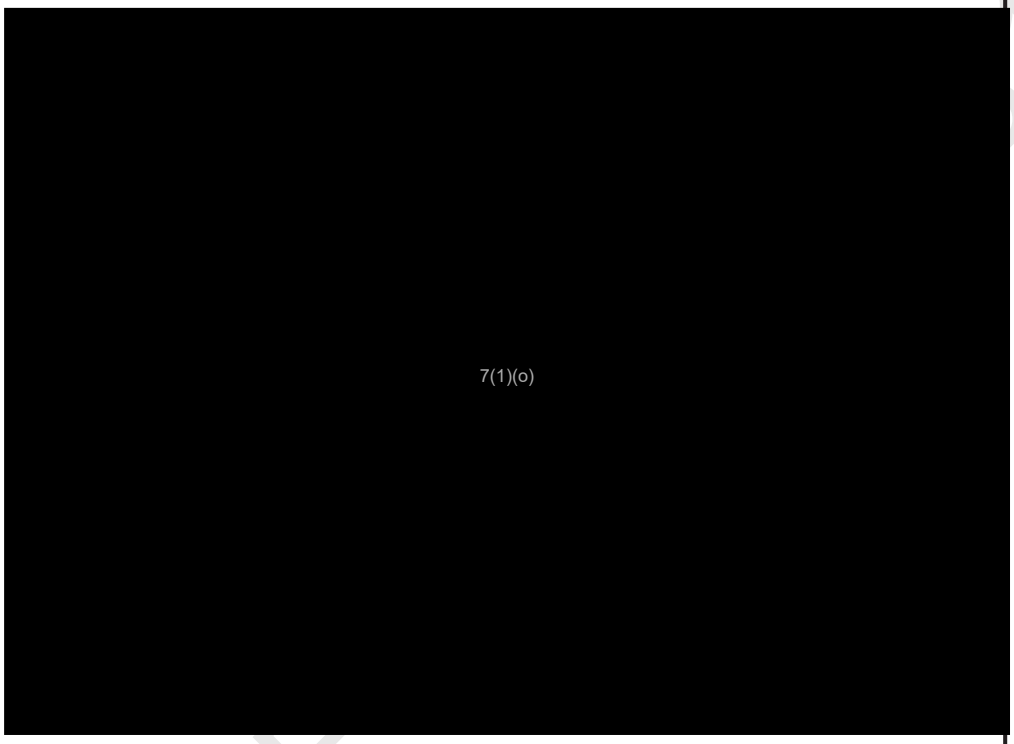

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SOP 8188 Clever Devices On-Board Technology Manual Mode: Operating Fill Routes, Extra Work and Non-Revenue Destination

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **8188 (06-08-25)**	**Page 1 of 10**

Title:	**Clever Devices On-Board Bus Technology Manual Mode: Operating Fill Routes, Extra Work and Non-Route Destination Signs**
Issued to:	All Bus Operations Personnel, Bus Controllers, Bus Service Supervisors
Approved by:	Chief Transit Officer
Supersedes:	SOPs: None

INTRODUCTION

The Bus Operator uses manual mode to manually select the route number and route variation for work that is either:

- In the scheduling system but not part of the Operator's schedule (operating a fill).
- Not in the scheduling system (operating extra work).

Following the appropriate log-on process to enter manual mode ensures that the destination sign on the front of the bus is correct for the customers and that accurate bus tracker data is sent to Control Center Operations for both sharing with customers and CTA data analysis.

Other SOPs related to on-board computer systems used to operate the bus include:

- 7022 *Communicating with Control Center Operations by TCH*
- 7025 *Programming Signs and Announcements*
- 8177 *Clever Devices On-Board Bus Technology (AVAS, SBA, CleverCAD): Log-On, Main Operation, Troubleshooting*
- 8189 *Restoring Service – Bus*

MANUAL MODE

If operating a fill or extra work, the Operator must enter Manual Mode and then select the route number and route variation.

- **Operating a fill** examples include:
  - When instructed by supervision, Bus Service Management or a Controller.
  - An additional trip (for example, completing the run of a sick Operator).
- **Operating extra work** examples include:
  - Emergency L shuttles during incidents.
  - Extra work for planned bus substitutions (for example, L shuttles during line cuts).
  - Extra work for a special event (for example, concerts or sporting events).
  - Warming and cooling buses.
  - Chicago Police Department bus request.

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SOP 8189 Restoring Service - Bus

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **8189 (06-08-25)**	**Page 1 of 5**

Title:	**Restoring Service – Bus**
Issued to:	All Bus Operations Personnel, Bus Controllers, Bus Service Supervisors
Approved by:	Chief Transit Officer
Supersedes:	SOPs: None

INTRODUCTION

This SOP covers the following service restoration topics for Clever Devices on-board technology installed on all CTA buses:

- Reading & Responding to Control Center Messages.
- Following Reroute/Detour/Instructions.
- Adapting to Canceled Trip/Adjusted Trip/Reinstated Trip.

SERVICE RESTORATION: READING AND RESPONDING TO CONTROLLER MESSAGES

A major function of the CleverCAD system is to communicate service restoration instructions to Operators via text messages sent from the Controller to one or multiple buses. The service restoration messages may be tied to reroutes or detours for the bus, new or canceled work assignments, or other service questions from the Controller.

In all cases, Operators are responsible for following Controller instructions.

Note: The response to an instruction message should always be **Yes**, indicating that the Operator received, understood and will follow the instruction.

The following are examples of service restoration messages an Operator may receive.

- Instructions that require a **YES** response (examples):
  - *Early departure from terminal authorized; move up three minutes.*
  - *Hold three minutes, then proceed along route southbound.*
  - *Operate not-in-service to XYZ.*
  - *Transfer customers to your follower; await supervision personnel.*
  - *Operate regular route to XYZ (text instructions on reroute). Work update received.*
  - *Canceled trip(s) XYZ (details on trip being canceled).*
  - *This trip and work have been adjusted. View paddle screen for details.*

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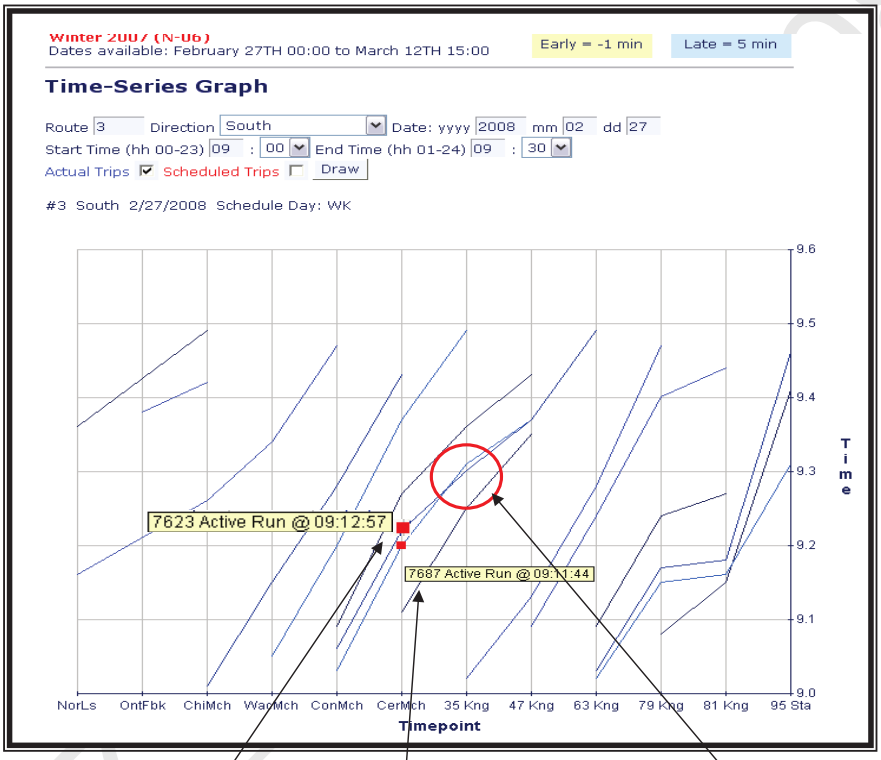
Time Series Chart

Training Resource Guide

Chicago Transit Authority
Transit Operations

TIME SERIES CHARTS – EXAMPLE OF BUNCHED BUSES


Winter 2007 (N-06)
Dates available: February 27TH 00:00 to March 12TH 15:00
Early = -1 min
Late = 5 min
Time-Series Graph
Route 3 Direction South Date: yyyy 2008 mm 02 dd 27
Start Time (hh 00-23) 09 : 00 End Time (hh 01-24) 09 : 30
Actual Trips Scheduled Trips Draw
#3 South 2/27/2008 Schedule Day: WK
9.6
9.5
9.4
9.3
9.2
9.1
9.0
Time
7623 Active Run @ 09:12:57
7687 Active Run @ 09:11:44
NorLs OntFbk ChiMch WacMch ConMch CerMch 35 Kng 47 Kng 63 Kng 79 Kng 81 Kng 95 Sta
Timepoint

Southbound bus, Run 7623, arrives at Cermak/Michigan at 09:12:57 hrs.

Southbound bus, Run 7687, arrives at Cermak/Michigan at 09:11:44 hrs.

Buses intersected; resulting in bunched buses

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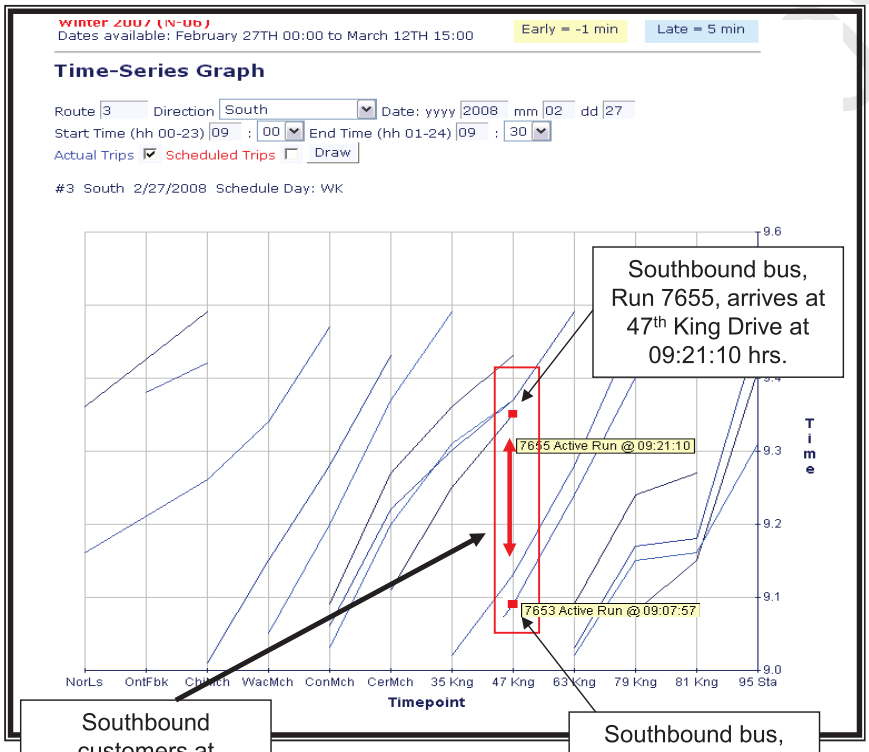
Chicago Transit Authority
Transit Operations

TIME SERIES CHARTS – EXAMPLE OF GAP IN SERVICE


Dates available: February 27TH 00:00 to March 12TH 15:00
Early = -1 min
Late = 5 min
Time-Series Graph
Route 3 Direction South Date: yyyy 2008 mm 02 dd 27
Start Time (hh 00-23) 09 : 00 End Time (hh 01-24) 09 : 30
Actual Trips Scheduled Trips Draw
#3 South 2/27/2008 Schedule Day: WK
7655 Active Run @ 09:21:10
7653 Active Run @ 09:07:57
NorLs OntFbk ChiWch WacMch ConMch CerMch 35 Kng 47 Kng 63 Kng 79 Kng 81 Kng 95 Sta
Timepoint
Time
9.6
9.3
9.2
9.1
9.0

Southbound bus, Run 7655, arrives at 47th King Drive at 09:21:10 hrs.

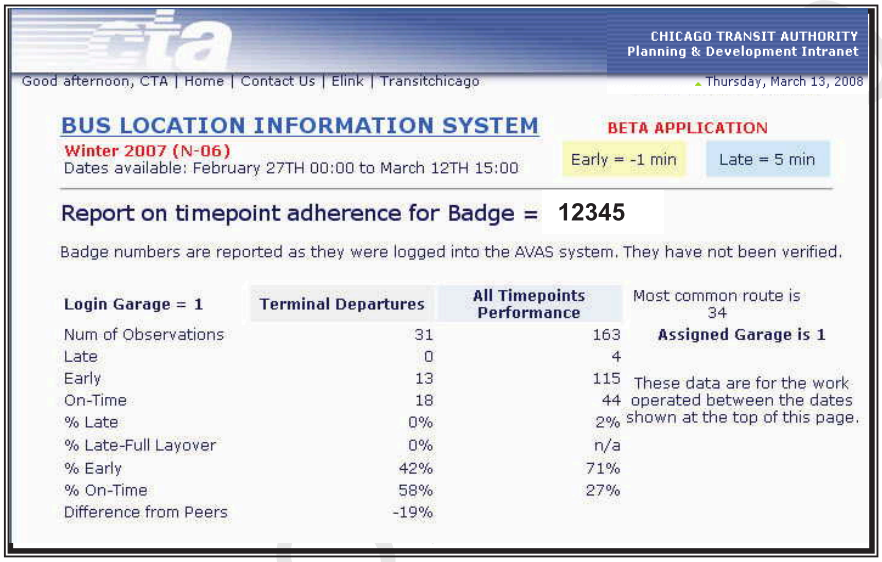
Southbound customers at 47th and King Drive experienced a 14-minute wait for the next bus

Southbound bus, Run 7653, arrives at 47th King Drive at 09:07:57 hrs.

R10 5813

Chicago Transit Authority
Transit Operations

TIME SERIES CHARTS – EXAMPLE OF A BLIS REPORT



CHICAGO TRANSIT AUTHORITY
Planning & Development Intranet

Good afternoon, CTA | Home | Contact Us | Elink | Transitchicago

Thursday, March 13, 2008

BUS LOCATION INFORMATION SYSTEM

BETA APPLICATION

Winter 2007 (N-06)
Dates available: February 27TH 00:00 to March 12TH 15:00

Early = -1 min

Late = 5 min

Report on timepoint adherence for Badge = 12345

Badge numbers are reported as they were logged into the AVAS system. They have not been verified.

Login Garage = 1	Terminal Departures	All Timepoints Performance
Num of Observations	31	163
Late	0	4
Early	13	115
On-Time	18	44
% Late	0%	2%
% Late-Full Layover	0%	n/a
% Early	42%	71%
% On-Time	58%	27%
Difference from Peers	-19%	

Most common route is 34

Assigned Garage is 1

These data are for the work operated between the dates shown at the top of this page.

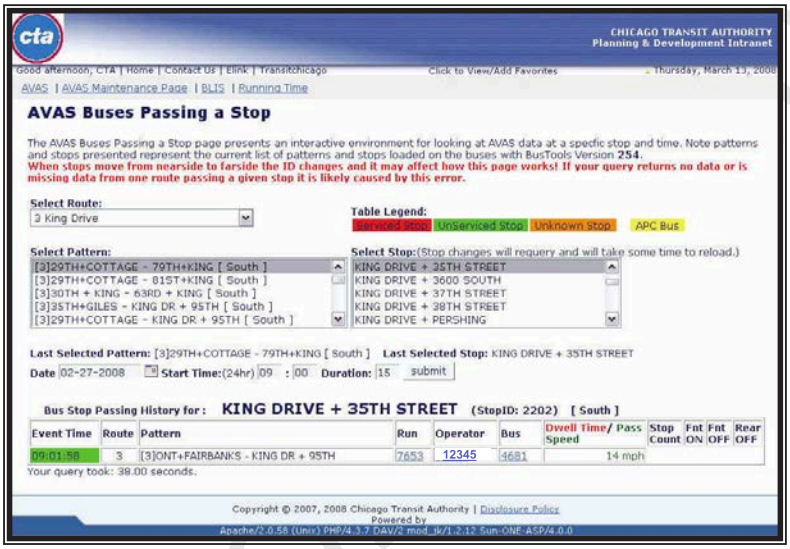
Between February 27-March 12th, Operator #12345…..

- Made thirty-one, terminal departures on the #34 route. Of the 31 departures the BLIS report indicates that the operator left the terminal late, 0 times, left the terminal early 13 times, and left the terminal on-time 18 times. The operator's performance is that he/she leaves the terminal early 42% of the time and leaves on-time 58% of the time. When comparing this operator to others, he is performing -19% below the average.
- Made crossed 163 timepoints on the #34 route. Of the 163 timepoints, the BLIS report indicates that the operator arrived late at 4 timepoints, arrived early at 115 timepoints, arrived on time at 44 timepoints. This operator's performance on the street is unacceptable because 71% of the time he/she arrives at a timepoint early and 21% of the time on time.

R100 20813

Chicago Transit Authority
Transit Operations

TIME SERIES CHARTS – EXAMPLE BUS STOP HISTORY


CHICAGO TRANSIT AUTHORITY
Planning & Development Intranet
AVAS | AVAS Maintenance Page | BLIS | Running Time
AVAS Buses Passing a Stop
The AVAS Buses Passing a Stop page presents an interactive environment for looking at AVAS data at a specific stop and time. Note patterns and stops presented represent the current list of patterns and stops loaded on the buses with BusTools Version 254.
When stops move from nearside to farside the ID changes and it may affect how this page works! If your query returns no data or is missing data from one route passing a given stop it is likely caused by this error.
Select Route:
3 King Drive
Table Legend:
Serviced Stop
UnServiced Stop
Unknown Stop
APC Bus
Select Pattern:
[3]29TH+COTTAGE - 79TH+KING [South]
[3]29TH+COTTAGE - 81ST+KING [South]
[3]30TH + KING - 83RD + KING [South]
[3]35TH+GILES - KING DR + 95TH [South]
[3]29TH+COTTAGE - KING DR + 95TH [South]
Select Stop:(Stop changes will requery and will take some time to reload.)
KING DRIVE + 35TH STREET
KING DRIVE + 3600 SOUTH
KING DRIVE + 37TH STREET
KING DRIVE + 38TH STREET
KING DRIVE + PERSHING
Last Selected Pattern: [3]29TH+COTTAGE - 79TH+KING [South] Last Selected Stop: KING DRIVE + 35TH STREET
Date 02-27-2008 Start Time:(24hr) 09 : 00 Duration: 15 submit
Bus Stop Passing History for : KING DRIVE + 35TH STREET (StopID: 2202) [South]
Event Time | Route | Pattern | Run | Operator | Bus | Dwell Time/ Pass Speed | Stop Count | Fnt ON | Fnt OFF | Rear OFF
09:01:58 | 3 | [3]ONT+FAIRBANKS - KING DR + 95TH | 7653 | 12345 | 4681 | 14 mph
Your query took: 38.00 seconds.
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Powered by

On February 27, 2008, 0900 hrs – 0915 hrs, @ King Drive + 35th Street

- One (1) King Drive (#3) bus, run #7653, operator #12345, driving bus 4681, passed this stop traveling 14 mph.
- Possible issues with this observation include:
  - breezing a stop at a major intersection
  - operating through a major intersection at 14 mph

Run Guide Report

CTA **Roster report** Effective: 09/01/201
Roster set: 5 Scenario: 0 Chicago Garage Booking: P-06

Roster: PT BLK Size: 97 Cycle: 1 Part-time combinations

Pos	Sun	Mon	Tue	Wed	Thu	Fri	Sat	PAY
9001	OFF	5071 5h36 5:41 8:03 13:58 17:12	5071 5h36 5:41 8:03 13:58 17:12	5273 6h27 6:55 9:16 14:47 18:53	5273 6h27 6:55 9:16 14:47 18:53	5071 5h36 5:41 8:03 13:58 17:12	OFF	29h42
9002	OFF	5072 6h51 6:29 11:04 16:06 18:22	5072 6h51 6:29 11:04 16:06 18:22	OFF	OFF	5072 6h51 6:29 11:04 16:06 18:22	5277 9h27 15:40 19:55 20:37 1:49	30h00
9003	5543 9h44 14:54 19:59 20:59 1:38	OFF	OFF	5072 6h51 6:29 11:04 16:06 18:22	5072 6h51 6:29 11:04 16:06 18:22	5672 6h22 6:08 9:43 15:15 18:02	OFF	29h48
9004	OFF	5073 5h51 6:37 9:12 15:11 18:27	5073 5h51 6:37 9:12 15:11 18:27	5073 5h51 6:37 9:12 15:11 18:27	5073 5h51 6:37 9:12 15:11 18:27	5073 5h51 6:37 9:12 15:11 18:27	OFF	29h15
9005	5672 7h23 13:50 18:45 19:33 22:01	5074 5h48 6:49 9:20 15:18 18:35	5074 5h48 6:49 9:20 15:18 18:35	5074 5h48 6:49 9:20 15:18 18:35	5074 5h48 6:49 9:20 15:18 18:35	OFF	OFF	30h35
9006	5671 7h24 13:39 16:56 17:43 21:50	5141 5h42 7:01 10:02 16:00 18:41	5141 5h42 7:01 10:02 16:00 18:41	5141 5h42 7:01 10:02 16:00 18:41	5141 5h42 7:01 10:02 16:00 18:41	OFF	OFF	30h12
9007	OFF	5142 5h45 7:02 9:32 15:30 18:45	5551 6h05 7:11 9:31 15:23 19:08	5551 6h05 7:11 9:31 15:23 19:08	5551 6h05 7:11 9:31 15:23 19:08	5142 5h45 7:02 9:32 15:30 18:45	OFF	29h45
9008	OFF	5143 7h12 7:13 9:11 13:59 19:13	5143 7h12 7:13 9:11 13:59 19:13	5143 7h12 7:13 9:11 13:59 19:13	OFF	OFF	5682 8h18 16:14 20:06 21:00 1:26	29h54
9009	5675 7h47 14:29 17:44 18:45 23:17	OFF	OFF	OFF	5143 7h12 7:13 9:11 13:59 19:13	5143 7h12 7:13 9:11 13:59 19:13	5372 7h34 14:47 17:47 18:39 23:13	29h45
9010	5075 10h44 13:57 19:15 20:09 1:35	5144 4h40 15:13 19:53	5144 4h40 15:13 19:53	OFF	OFF	OFF	5276 9h01 15:47 20:18 21:01 1:31	29h05
9011	5277 7h43 17:19 19:59 20:39 1:42	OFF	OFF	5144 4h40 15:13 19:53	5144 4h40 15:13 19:53	5144 4h40 15:13 19:53	5072 8h10 14:26 17:36 18:23 23:23	29h53
9012	OFF	5191 7h04 6:02 10:53 15:46 17:59	5191 7h04 6:02 10:53 15:46 17:59	5191 7h04 6:02 10:53 15:46 17:59	OFF	OFF	5844 8h41 15:51 19:59 20:37 1:10	29h53
9013	OFF	5271 6h34 6:08 9:19 14:37 18:00	5271 6h34 6:08 9:19 14:37 18:00	5271 6h34 6:08 9:19 14:37 18:00	OFF	OFF	5494 9h14 13:50 18:19 19:08 23:53	28h56
9014	5372 8h37 13:57 17:38 18:36 23:32	OFF	OFF	OFF	5271 6h34 6:08 9:19 14:37 18:00	5271 5h57 6:08 9:19 15:14 18:00	5374 8h52 14:38 18:39 19:27 0:18	30h00
9015	OFF	5272 5h57 6:35 9:37 15:32 18:27	5272 5h57 6:35 9:37 15:32 18:27	5272 5h57 6:35 9:37 15:32 18:27	5272 5h57 6:35 9:37 15:32 18:27	5272 5h57 6:35 9:37 15:32 18:27	OFF	29h45
9016	OFF	5273 6h27 6:55 9:16 14:47 18:53	5841 7h17 6:58 9:02 13:37 18:50	5841 7h17 6:58 9:02 13:37 18:50	OFF	OFF	5271 8h51 13:40 17:59 18:43 23:15	29h52
9017	5073 9h08 13:57 19:10 19:55 23:50	OFF	5273 6h27 6:55 9:16 14:47 18:53	5786 7h12 7:17 9:17 14:40 19:52	5786 7h12 7:17 9:17 14:40 19:52	OFF	OFF	29h59
9018	5071 7h53 14:25 16:57 17:48 23:09	5274 4h52 15:50 20:42	5274 4h52 15:50 20:42	5274 4h52 15:50 20:42	OFF	OFF	5441 7h30 13:54 17:05 17:55 22:14	29h59
9019	5276 10h07 14:17 19:22 20:32 1:34	OFF	OFF	OFF	5274 4h52 15:50 20:42	5274 4h52 15:50 20:42	5191 9h13 13:49 18:58 19:52 23:56	29h04
9020	OFF	5371 5h56 6:23 8:59 14:41 18:01	5371 5h56 6:23 8:59 14:41 18:01	5371 5h56 6:23 8:59 14:41 18:01	5371 5h56 6:23 8:59 14:41 18:01	5371 5h56 6:23 8:59 14:41 18:01	OFF	29h40
9021	OFF	5372 5h45 6:38 9:02 15:00 18:21	5372 5h45 6:38 9:02 15:00 18:21	5545 6h14 6:32 10:02 15:47 18:31	5545 6h14 6:32 10:02 15:47 18:31	5545 6h14 6:32 10:02 15:47 18:31	OFF	30h12
9022	5677 7h22 15:56 18:56 19:41 0:03	OFF	OFF	5372 5h45 6:38 9:02 15:00 18:21	5372 5h45 6:38 9:02 15:00 18:21	5372 5h45 6:38 9:02 15:00 18:21	5671 6h14 14:04 16:14 17:01 21:05	30h51
9023	5271 6h30 13:50 17:52 18:49 21:17	5373 5h53 6:36 9:15 15:14 18:28	5373 5h53 6:36 9:15 15:14 18:28	5373 5h53 6:36 9:15 15:14 18:28	5373 5h53 6:36 9:15 15:14 18:28	OFF	OFF	30h02
9024	OFF	5374 6h07 6:37 9:24 15:17 18:37	5374 6h07 6:37 9:24 15:17 18:37	5374 6h07 6:37 9:24 15:17 18:37	5374 6h07 6:37 9:24 15:17 18:37	5374 6h07 6:37 9:24 15:17 18:37	OFF	30h35
9025	OFF	5375 6h57 6:43 10:49 15:52 18:43	5375 6h57 6:43 10:49 15:52 18:43	OFF	OFF	5375 6h57 6:43 10:49 15:52 18:43	5845 8h48 15:42 19:53 20:51 1:28	29h39

HASTUS 2017 - rosr01 08/07/2019 13:55

R1061-FOIA-20250813

Run Guide Report

CTA — Run Guide - Regular — Effective: 09/03/2019
Crew schedule: GAR-5 Weekday Scenario: 0 Chicago Garage — Booking: P-06

RUN	Op Day	PAY HOURS	WORKING HOURS	REPORT	PLAT1	PLAT2	ALW.	PaySprd	Type	Route	End Time
5001	muwtf	8h18	8h18	03:40	3h36	3h13	0h29	0h00	AM	20 20	12:36

REPORT	START	REL.	TERM.	ARR.	TO	LV.	ARR.	TO	LV.	TERM.	END	REL.
03:40	03:55	PULLOUT	G–Chl			03:55	03:59	20	05:59	MadPul	07:31	RW 5218
			MadAus	04:19		04:13	04:53		05:00	RanCol		
			MadAus	05:46		06:00	06:47		06:55	RanCol		
			MadPul	07:31								
08:09	08:09+	RW 5002	MadPul		20	08:09+	08:23+		08:36	MadAus	12:21+	RW 5020
			MadWab	09:32		09:46+	10:06		10:45	MadAus		
			MadWab	11:38		11:46	12:21+			MadPul		

RUN	Op Day	PAY HOURS	WORKING HOURS	REPORT	PLAT1	PLAT2	ALW.	PaySprd	Type	Route	End Time
5002	muwtf	8h11	8h11	04:15	3h40	4h02	0h29	0h00	AM	20 20	13:17

REPORT	START	REL.	TERM.	ARR.	TO	LV.	ARR.	TO	LV.	TERM.	END	REL.
04:15	04:30	PULLOUT	G–Chl			04:30	04:34	20	04:34	MadPul	08:09+	RW 5001
			MadAus	04:45		04:48	05:31+		05:40	RanCol		
			MadAus	06:26		06:35+	07:25+		07:33+	RanCol		
			MadPul	08:09+								
09:01	09:01+	RW 5003	MadPul		20	09:01+	09:15+		09:25	MadAus	13:03	RW 5014
			MadWab	10:18		10:26	11:15		11:25	MadAus		
			MadWab	12:18		12:26	13:03			MadPul		

RUN	Op Day	PAY HOURS	WORKING HOURS	REPORT	PLAT1	PLAT2	ALW.	PaySprd	Type	Route	End Time
5003	muwtf	7h50	7h50	04:48	3h59	3h22	0h29	0h00	AM	20 20	13:27

REPORT	START	REL.	TERM.	ARR.	TO	LV.	ARR.	TO	LV.	TERM.	END	REL.
04:48	05:03+	PULLOUT	G–Chl			05:03+	05:07+	20	05:07+	MadPul	09:01+	RW 5002
			MadAus	05:19		05:22	06:09		06:17	RanCol		
			MadAus	07:03		07:13	08:15		08:25+	RanCol		
			MadPul	09:01+								
09:51	09:51	RE 5013	MadPul		20	09:51	10:28		10:36	MadWab	13:13	RW 5023
			MadAus	11:25		11:36	12:28		12:36	MadWab		
			MadPul	13:13								

RUN	Op Day	PAY HOURS	WORKING HOURS	REPORT	PLAT1	PLAT2	ALW.	PaySprd	Type	Route	End Time
5004	muwtf	7h55	7h55	05:16	3h59	3h27	0h29	0h00	AM	20 20	14:02

REPORT	START	REL.	TERM.	ARR.	TO	LV.	ARR.	TO	LV.	TERM.	END	REL.
05:16	05:31	PULLOUT	G–Chl			05:31	05:35	20	05:35	MadPul	09:29+	RW 5051
			MadAus	05:47		05:50	06:37		06:45	RanCol		
			MadAus	07:33		07:43	08:45		08:53+	RanCol		
			MadPul	09:29+								
10:21	10:21	RE 5620	MadPul		20	10:21	10:58		11:06	MadWab	13:48	RW 5017
			MadAus	11:55		12:09	13:02		13:11	MadWab		

RUN	Op Day	PAY HOURS	WORKING HOURS	REPORT	PLAT1	PLAT2	ALW.	PaySprd	Type	Route	End Time
5005	muwtf	8h40	8h40	05:36	4h40	3h31	0h29	0h00	AM	20 20	15:06

REPORT	START	REL.	TERM.	ARR.	TO	LV.	ARR.	TO	LV.	TERM.	END	REL.
05:36	05:51	PULLOUT	G–Chl			05:51	05:55	20	05:55	MadPul	10:31	RE 5307
			MadAus	06:07		06:10	06:57		07:05	RanCol		
			MadAus	07:55		08:06	09:08		09:16+	RanCol		
			MadAus	10:06+		10:15	10:31			MadPul		
11:21	11:21	RE 5009	MadPul		20	11:21	11:58		12:06	MadWab	14:52	RW 501
			MadAus	12:59		13:12	14:05		14:15	MadWab		
			MadPul	14:52								

Run Guide Report

BASIC RUN INFORMATION

- RUN NUMBER
- DAY(S) IN SERVICE
- PAY HOURS
- WORKING HOURS
- REPORT TIME
- PLATFORM TIME
- ALLOWANCE
- SPREAD
- TYPE OF RUN (AM/PM/SWING)
- ROUTE NUMBER
- END TIME

ABBREVIATIONS

M = Monday
U = Tuesday
W = Wednesday
T = Thursday
F = Friday
03:40 = 0340 Hours
3h36 = 3 Hours /36 Min.

- REPORTS/START TIME
- TYPE OF RELIEF
- RELIEF RUN NUMBER/ DIRECTION

- TERMINAL /SCHEDULED/ ARRIVAL/LEAVE TIMES BETWEEN TERMINALS

ABBREVIATIONS:

- TERM = Terminal
- ARR = Arrival
- LV. = Leaving

- PLATFORM (SEAT TIME) ENDS
- RELIEF RUN NUMBER

FRA 20130813

Run Paddles 5050

5050 Fri Only

Effective: 03/28/2022

Weekday

Pay:	Report:	Duty Type:	Working:	Allow:	Spread:
7h59	23:36		7h59	0h29	0h00

Plat Time	Half Start	Plat Start	Plat End	Half End
7h30	23:36	23:51	07:21	07:35

PULLOUT 23:51

a
CHGO GARAGE____ 23:51
MADISN PULASK___ 23:55

TO RTE: 20 FB code: 20
L:026 F:028 HDW: 4/11
MADISN PULASK___ 23:55
MADISN CICERO____ 00:00
MADISN AUSTIN____ 00:06

L:027 F:028 HDW: 15/15
MADISN AUSTIN____ 00:10
MADISN CICERO____ 00:17
MADISN PULASK____ 00:22
MADISN KEDZIE____ 00:26
MADISN ASHLND____ 00:34
MADISN HALSTD____ 00:38
WASHGTN STATE__ 00:46

L:027 F:028 HDW: 15/15
WASHGTN STATE__ 00:55
MADISN HALSTD____ 01:04
MADISN ASHLND____ 01:09
MADISN KEDZIE____ 01:17
MADISN PULASK____ 01:21
MADISN CICERO____ 01:26
MADISN AUSTIN____ 01:32 X

L:049 F:048 HDW: /
MADISN AUSTIN____ 02:25
MADISN CICERO____ 02:32
MADISN PULASK____ 02:37
MADISN KEDZIE____ 02:41
MADISN ASHLND____ 02:49
MADISN HALSTD____ 02:53
WASHGTN STATE__ 03:01

L:049 F:048 HDW: /
WASHGTN STATE__ 03:10
MADISN HALSTD____ 03:19
MADISN ASHLND____ 03:24
MADISN KEDZIE____ 03:32
MADISN PULASK____ 03:36
MADISN CICERO____ 03:41
MADISN AUSTIN____ 03:47

L:049 F:601 HDW: /18
MADISN AUSTIN____ 03:55
MADISN CICERO____ 04:02
MADISN PULASK____ 04:07
MADISN KEDZIE____ 04:11
MADISN ASHLND____ 04:19
MADISN HALSTD____ 04:23
WASHGTN STATE__ 04:31

L:049 F:601 HDW: /
WASHGTN STATE__ 04:40
MADISN HALSTD____ 04:49
MADISN ASHLND____ 04:54
MADISN KEDZIE____ 05:02
MADISN PULASK____ 05:06
MADISN CICERO____ 05:11
MADISN AUSTIN____ 05:17

L:002 F:048 HDW: 8/17+
MADISN AUSTIN____ 05:35
MADISN CICERO____ 05:42
MADISN PULASK____ 05:47
MADISN KEDZIE____ 05:51
MADISN ASHLND____ 05:59
MADISN HALSTD____ 06:03
WASHGTON MICH__ 06:11 E
MADISN WABASH__ 06:12

L:001 F:002 HDW: /5
MADISN WABASH__ 06:18
MADISN HALSTD____ 06:26
MADISN ASHLND____ 06:31
MADISN KEDZIE____ 06:40
MADISN PULASK____ 06:45
MADISN CICERO____ 06:50
MADISN AUSTIN____ 06:57

L:004 F:005 HDW: 4+/2+
MADISN AUSTIN____ 07:08
MADISN CICERO____ 07:15+
MADISN PULASK___ 07:21

RE 5005 07:21
MADISN WABASH

THRU WORK 07:35

Notes: E - BUS MAY OPERATE EARLY AT TIMEPOINT INDICATED
X - FALLBACK
a - VIA ERIE GATE - PULASKI

Subject to revision by street supervisory force

(GAR-5,Weekday,0,P-15)

HASTUS 2017 - cscr60 03/03/2022 17:53 00041

R1067_FOIA_2023_013

5050 M-U-W-T

Effective: 03/28/2022

Weekday

Pay:	Report:	Duty Type:	Working:	Allow:	Spread:
7h44	23:36		7h44	0h29	0h00

Plat Time	Half Start	Plat Start	Plat End	Half End
7h15	23:36	23:51	07:06	07:20

PULLOUT 23:51

a
CHGO GARAGE____ 23:51
MADISN PULASK___ 23:55

TO RTE: 20 FB code: 20
L:026 F:028 HDW: 4/11
MADISN PULASK___ 23:55
MADISN CICERO____ 00:00
MADISN AUSTIN____ 00:06

L:027 F:028 HDW: 15/15
MADISN AUSTIN____ 00:10
MADISN CICERO____ 00:17
MADISN PULASK____ 00:22
MADISN KEDZIE____ 00:26
MADISN ASHLND____ 00:34
MADISN HALSTD____ 00:38
WASHGTN STATE__ 00:46

L:027 F:028 HDW: 15/15
WASHGTN STATE__ 00:55
MADISN HALSTD____ 01:04
MADISN ASHLND____ 01:09
MADISN KEDZIE____ 01:17
MADISN PULASK____ 01:21
MADISN CICERO____ 01:26
MADISN AUSTIN____ 01:32 X

L:049 F:048 HDW: /
MADISN AUSTIN____ 02:25
MADISN CICERO____ 02:32
MADISN PULASK____ 02:37
MADISN KEDZIE____ 02:41
MADISN ASHLND____ 02:49
MADISN HALSTD____ 02:53
WASHGTN STATE__ 03:01

L:049 F:048 HDW: /
WASHGTN STATE__ 03:10
MADISN HALSTD____ 03:19
MADISN ASHLND____ 03:24
MADISN KEDZIE____ 03:32
MADISN PULASK____ 03:36
MADISN CICERO____ 03:41
MADISN AUSTIN____ 03:47

L:049 F:601 HDW: /18
MADISN AUSTIN____ 03:55
MADISN CICERO____ 04:02
MADISN PULASK____ 04:07
MADISN KEDZIE____ 04:11
MADISN ASHLND____ 04:19
MADISN HALSTD____ 04:23
WASHGTN STATE__ 04:31

L:049 F:601 HDW: /
WASHGTN STATE__ 04:40
MADISN HALSTD____ 04:49
MADISN ASHLND____ 04:54+
MADISN KEDZIE____ 05:03
MADISN PULASK____ 05:07
MADISN CICERO____ 05:12
MADISN AUSTIN____ 05:18+

L:002 F:007 HDW: 15/13
MADISN AUSTIN____ 05:37
MADISN CICERO____ 05:44
MADISN PULASK____ 05:50
MADISN KEDZIE____ 05:55
MADISN ASHLND____ 06:04
MADISN HALSTD____ 06:10
WASHGTON MICH__ 06:20 E
RNDLPH COLMBS__ 06:24

L:002 F:007 HDW: 15/13+
RNDLPH COLMBS__ 06:32
MADISN WABASH___ 06:36
MADISN HALSTD____ 06:46
MADISN ASHLND____ 06:52
MADISN KEDZIE____ 07:02
MADISN PULASK___ 07:06

RW 5708 07:06
MADISN AUSTIN

THRU WORK 07:20

Notes: E - BUS MAY OPERATE EARLY AT TIMEPOINT INDICATED
X - FALLBACK
a - VIA ERIE GATE - PULASKI

Subject to revision by street supervisory force

(GAR-5,Weekday,0,P-15)

HASTUS 2017 - cscr60 03/03/2022 17:53 00040

R1067_FOIA_2023_013

Run Paddle 1438

1438
Weekday

Effective: 12/18/2023

Pay:	Report:	Duty Type:	Working:	Allow:	Spread:
9h08	15:02		9h08	0h15	0h00

Plat Time	Half Start	Plat Start	Plat End	Half End
4h47	15:02	15:17	20:04	20:04
4h06	20:45	20:45	00:51	00:51

R 1425 15:17

TO RTE: J14 FB code: 14
L:471 F:429 HDW: 16/16
103 STONY ISL_____ 15:21
93rd JEFFERY_____ 15:32+
79th JEFFERY_____ 15:42
67th JEFFERY_____ 15:50+
WSHGTN JEFRSN__ 16:22

L:209 F:056 HDW: 6+/8
WSHGTN JEFRSN__ 16:31
MONROE MICHGN__ 16:46+
87th JEFFERY_____ 17:20+ E
103 STONY ISL_____ 17:35

L:475 F:431 HDW: 17+/18
103 STONY ISL_____ 17:48
93rd JEFFERY_____ 17:59+
79th JEFFERY_____ 18:08
67th JEFFERY_____ 18:16
WSHGTN JEFRSN__ 18:46+

L:432 F:431 HDW: 12/12
WSHGTN JEFRSN__ 19:06
MONROE MICHGN__ 19:19+
87th JEFFERY_____ 19:50+ E
103 STONY ISL_____ 20:04

R 1019 20:04
WSHGTN JEFRSN

R 1423 20:45

TO RTE: 15 FB code: 15

L: F: HDW: /
103 STONY ISL_____ 20:49
87th JEFFERY_____ 21:02
79th JEFFERY_____ 21:06+
67th JEFFERY_____ 21:15
63 STONY ISL_____ 21:20
HYD PK LAK PK_____ 21:28
51st GREEN L_____ 21:36+
47th RED LINE_____ 21:41+

L: F: HDW: /
47th RED LINE_____ 21:48+
51st GREEN L_____ 21:55
HYD PK LAK PK_____ 22:04
63 STONY ISL_____ 22:12
67th JEFFERY_____ 22:17
79th JEFFERY_____ 22:24+
87th JEFFERY_____ 22:28
103 STONY ISL_____ 22:39+

L: F: HDW: /
103 STONY ISL_____ 23:08+
87th JEFFERY_____ 23:21
79th JEFFERY_____ 23:25
67th JEFFERY_____ 23:31+
63 STONY ISL_____ 23:36
HYD PK LAK PK_____ 23:43
51st GREEN L_____ 23:49+
47th RED LINE_____ 23:54+

L: F: HDW: /
47th RED LINE_____ 00:01+
51st GREEN L_____ 00:07+
HYD PK LAK PK_____ 00:15+
63 STONY ISL_____ 00:22
67th JEFFERY_____ 00:27
79th JEFFERY_____ 00:33+
87th JEFFERY_____ 00:37
103 STONY ISL_____ 00:48

103 STONY ISL_____ 00:49
103rd GARAGE_____ 00:51

PULLIN 00:51

THRU WORK 00:51

Notes: E - BUS MAY OPERATE EARLY AT TIMEPOINT INDICATED

R1067_FOIA_2025_013

Subject to revision by street supervisory force

(GAR-1,Weekday,0,Q-06)

Run Paddle 5308

5308 Weekday — **Effective: 03/28/2022**

Pay:	Report:	Duty Type:	Working:	Allow:	Spread:
8h25	05:04		8h25	0h17	0h00

Plat Time	Half Start	Plat Start	Plat End	Half End
3h43	05:04	05:19	09:02	09:02
4h25	10:01	10:01	14:26	14:28

PULLOUT 05:19

a

CHGO GARAGE____ 05:19
ERIE PULASKI_____ 05:20

TO RTE: 53 FB code: 53
L:301 F:350 HDW: 8/7
ERIE PULASKI_____ 05:20
MADISN PULASK___ 05:24
ROSVLT PULASK___ 05:29
CERMAK PULASK___ 05:33 E
31st KOMENSKY___ 05:38

L:301 F:350 HDW: 10/9
31st KOMENSKY___ 05:50
CERMAK PULASK___ 05:57
ROSVLT PULASK___ 06:02
MADISN PULASK___ 06:09
ERIE PULASKI_____ 06:14
NORTH PULASKI___ 06:21
DIVRSY PULASK___ 06:29
IRVING PULASK___ 06:40
FOSTER PULASK___ 06:49 E
PETRSN PULASK__ 06:52

L:312 F:350* HDW: 9/9
PETRSN PULASK__ 07:07+
FOSTER PULASK___ 07:11+
IRVING PULASK___ 07:21+
DIVRSY PULASK___ 07:32+
NORTH PULASKI___ 07:43+
ERIE PULASKI_____ 07:52+
MADISN PULASK___ 07:57+
ROSVLT PULASK___ 08:04+
CERMAK PULASK___ 08:10+ E
31st KOMENSKY___ 08:16+

L:312 F:323 HDW: 10/10
31st KOMENSKY___ 08:34
CERMAK PULASK___ 08:42
ROSVLT PULASK___ 08:48
MADISN PULASK___ 08:56
ERIE PULASKI_____ 09:02

RN 5303 09:02
PETRSN PULASK

RN 5317 10:01

TO RTE: 53 FB code: 53

L:315 F:313* HDW: 11/12
ERIE PULASKI_____ 10:01
NORTH PULASKI___ 10:09
DIVRSY PULASK___ 10:18
IRVING PULASK___ 10:29
FOSTER PULASK___ 10:38 E
PETRSN PULASK__ 10:41

L:315* F:309 HDW: 12/12
PETRSN PULASK__ 10:54
FOSTER PULASK___ 10:58
IRVING PULASK___ 11:08
DIVRSY PULASK___ 11:18
NORTH PULASKI___ 11:27
ERIE PULASKI_____ 11:35
MADISN PULASK___ 11:41
ROSVLT PULASK___ 11:49
CERMAK PULASK___ 11:55 E
31st KOMENSKY___ 12:02

L:312 F:309 HDW: 11+/11+
31st KOMENSKY___ 12:15
CERMAK PULASK___ 12:23
ROSVLT PULASK___ 12:29
MADISN PULASK___ 12:37
ERIE PULASKI_____ 12:43
NORTH PULASKI___ 12:51
DIVRSY PULASK___ 13:00
IRVING PULASK___ 13:11
FOSTER PULASK___ 13:20 E
PETRSN PULASK__ 13:23

L:312 F:309* HDW: 9+/9+
PETRSN PULASK__ 13:35
FOSTER PULASK___ 13:40
IRVING PULASK___ 13:52
DIVRSY PULASK___ 14:05
NORTH PULASKI___ 14:16
ERIE PULASKI_____ 14:26

RS 5318 14:26
31st KOMENSKY

THRU WORK 14:28

Notes: E - BUS MAY OPERATE EARLY AT TIMEPOINT INDICATED
a - VIA ERIE GATE

R1067_FOIA_2025-013

Subject to revision by street supervisory force

(GAR-5,Weekday,0,P-15)

HASTUS 2017 - cscr60 03/03/2022 17:53 00122

Run Paddle K109

K109M-U-T-F

Effective: 12/18/2023

Weekday

Pay:	Report:	Duty Type:	Working:	Allow:	Spread:
8h46	06:48		8h02	0h25	0h44

Plat Time	Half Start	Plat Start	Plat End	Half End
4h46	06:48	07:03+	11:48+	11:49
2h51	15:45	15:55+	18:45+	18:46

PULLOUT 07:03+

a
KEDZIE GARAGE___ 07:03+
JACKSN AUSTIN___ 07:15+

TO RTE: 126 FB code: 126
L:101 F:103 HDW: 14/11
JACKSN AUSTIN___ 07:18+
JACKSN CICERO___ 07:27
JACKSN PULASK___ 07:32+
JACKSN KEDZIE___ 07:38
JACKSON CALIF___ 07:41+
JACKSN WESTRN___ 07:43+
JACKSN RACINE___ 07:52+
JACKSON CANAL___ 08:00
CONGRES PLAZA__ 08:13

L:101 F:103* HDW: 15+/15+
CONGRES PLAZA__ 08:18+
ADAMS CLINTON___ 08:36
VBUREN RACINE___ 08:42+
JACKSN WESTRN___ 08:52
JACKSON CALIF___ 08:54
JACKSN KEDZIE___ 08:57
JACKSN PULASK___ 09:04+
JACKSN CICERO___ 09:08+
JACKSN AUSTIN___ 09:15

L:101* F:131 HDW: 20/20
JACKSN AUSTIN___ 09:31
JACKSN CICERO___ 09:38+
JACKSN PULASK___ 09:43
JACKSN KEDZIE___ 09:47+
JACKSON CALIF___ 09:50+
JACKSN WESTRN___ 09:53
JACKSN RACINE___ 10:01+
JACKSON CANAL___ 10:08+
CONGRES PLAZA__ 10:19+

L:104 F:131 HDW: 20/20
CONGRES PLAZA__ 10:26
ADAMS CLINTON___ 10:38
VBUREN RACINE___ 10:43+
JACKSN WESTRN___ 10:52+
JACKSON CALIF___ 10:55
JACKSN KEDZIE___ 10:58+
JACKSN PULASK___ 11:05+
JACKSN CICERO___ 11:10
JACKSN AUSTIN___ 11:16

L:104 F:131 HDW: 20/20
JACKSN AUSTIN___ 11:31
JACKSN CICERO___ 11:38+
JACKSN PULASK___ 11:43
JACKSN KEDZIE___ 11:48+

RE K105 11:48+
CONGRES PLAZA

PULLOUT 15:55+

b
KEDZIE GARAGE___ 15:55+
CONGRES PLAZA__ 16:25+

TO RTE: 143 FB code: 143
L:612 F:431 HDW: 16+/15+
CONGRES PLAZA__ 16:30+
S WATER MICH___ 16:42
DELAWARE MICH__ 16:55+
BELMNT SHERDN__ 17:10+

c
BELMNT SHERDN__ 17:10+
HARISON DESPL___ 17:37+

TO RTE: 125 FB code: 125
L: F: HDW: /
HARISON DESPL___ 17:49
ADAMS CANAL____ 17:55+
MADISON CANAL___ 17:57+
KINZIE ORLENS____ 18:05
PEARSN VdROHE__ 18:19+

d
PEARSN VdROHE__ 18:19+
KEDZIE GARAGE___ 18:45+

PULLIN 18:45+

THRU WORK 18:46

Notes: a -VIA KEDZIE - CONGRESS - I-290 WEST - AUSTIN
b -VIA KEDZIE - HARRISON - CALIFORNIA - I-290 EAST into IDA B. WELLS - MICHIGAN
c -VIA BELMONT - DuSABLE DR - Exit at Grand - LOWER DuSABLE DR - LOWER WACKER - Exit at Randolph - UPPER WACKER - ADAMS - DESPLAINES
d -VIA MIES VAN DER ROHE - DELAWARE - LAKE SHORE DR - ONTARIO - FAIRBANKS into COLUMBUS - LOWER WACKER - I-290 WEST - Exit at California - VAN BUREN

R1067_TOIA_20230913

Subject to revision by street supervisory force

(GAR-K,Weekday,0,Q-06)

HASTUS 2017 - cscr60 11/21/2023 8:31 00016

G30-21 Bus Schedule Adherence

Chicago Transit Authority
Transit Operations

Rail			Bus		
	file			file	X
	post			post	X
	spl.			other	

G30-21

Supersedes G30-04, G40-08, G44-08, G58-09, G23-14

General Bulletin

TO: All Concerned – Bus

SUBJECT: Bus Schedule Adherence

EFFECTIVE: **Immediately**

As customers travel our system, they rely on our ability to stay on schedule to get them to their destinations on time. Dependable on-time service is one of the most important characteristics of our service to customers and imperative to our goal of increasing ridership and customer satisfaction.

Running late or running early can severely affect schedule adherence, contribute to bus bunching and is an inconvenience to our customers. **Bus Operators must adhere to the schedule and must pull out of the garage or terminal at the posted time.**

Bus Operators and Supervisors must use their skills as professionals, in conjunction with standard operating procedures (SOPs) and rules to maintain scheduled intervals and prevent running early, delays and bus bunching. **However, if a delay causes two buses to bunch, the Operators must cooperate and work as a team assuming full responsibility and accountability for:**

Adhering to Schedules

Operators **must** drive in accordance with the schedules, running time and time points for their runs. (B4.11.2)

Operators must uniformly apportion running time between time points. (B4.11.3)

Operators must maintain a minimum distance interval (for example, three city blocks on a trunk route), unless in the process of passing.

Passing Buses

Operators **must** pass buses which are behind schedule to assist in maintaining regular service, according to current SOPs. (B4.15.1) *The goal is restoring a normal interval.*

Operators will allow passed buses to re-pass as soon as conditions permit and as long as this action will assist in restoring schedules.

Notifying Control Center Operations

Notifying Control Center Operations is an essential step in restoring on-time service. The Controller will contact a Supervisor so they can ensure service restoration.

Bus Operators must notify Control Center Operations:

- If there is any deviation from the schedule.

R10S7_FOM_20250813

- Whenever deviating from their normal running time while assisting in restoration of the run schedules.
- Whenever they arrive at a time point 15 minutes or more late per trip.
- Whenever they are running 10 or more minutes late on a relief trip.
- When faced with issues including, but not limited to: blockade, no relief or no leader.

Bus Operators must also notify **customers** whenever deviating from their normal running time while assisting in restoration of the run schedules.

Rules

In our continuing effort to provide on-time, clean, safe and friendly service to all of our customers, operating employees are encouraged to follow all bus system rules and best practices. The following CTA rules from the CTA Bus System Rule Book effective October 31, 2010 apply to bus schedule adherence:

B4.11 ADHERENCE TO SCHEDULES

B4.11.2 Operators must drive in accordance with the schedules, running time and time points for their runs.

B4. 11.3 Operators must uniformly apportion running time between time points, and leave the terminal on time.

B4.11.4 When behind schedule, operators must make a reasonable effort, consistent with safe operation, to restore scheduled headway without inconveniencing customers or abusing equipment.

B4.11.5 Operators must report any deviation from schedule on the Bus Operator's Daily Report.

Monitoring

CTA management, Control Center Operations and supervision have the ability to monitor schedule adherence and track Bus Operator performance including when buses are pulling out late and not complying with established time points.

Bus Supervisors must then address schedule adherence (including early/late pullouts) to ensure minimal inconvenience to our customers.

Corrective Action

Bus Operators and Supervisors who fail to follow bus system rules and best practices will be disciplined for violations according to current Corrective Action Guidelines, up to and including discharge. Failure to follow the bus system rules and best practices will be considered a violation of one or more of the following CTA general rules:

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- Schedule adherence including but not limited to: failure to properly space street; pulling into garage early; signing out late; late pullout from garage; failure to announce stops when AVAS is not working or not working properly; wrong run number displayed; wrong destination sign displayed.
- Deliberate delay to service.
- Not stopping for intending riders (pass-up).
- Poor work performance.
- Abuse of company time.
- Reporting to garage or work location late.
- Making a late relief.
- Leaving terminal late.
- Unauthorized switchback.

If you have any questions regarding the contents of this bulletin, contact a Supervisor, Instructor, Controller or Manager.

Chief Transit Officer

TG/tg
G30-21
12/08/21

R1067_FOIA_20250813

Day Five - Safety Notice of the Day

Day 5

Safety Notice!

Basics

- When logging into the clever device, hold on to a firm object to avoid a fall

- Never race a bicyclist

- Always remember the emergency procedures

R1067_FOIA_20250813

Home Study Assignment #4

Bus Operator Initial Training Home Study Assignment #4 - Day 5

BUS OPERATOR'S DAILY REPORT

A

Run Number	Garage	Route Number and Name	Day	Month	Date	Year

Bus No.	Fare Box No.	Time (hrs.)	Lift Users	Bus Received / Released	Bus Inspection	Condition of Bus	Deviations: Terminal	Arrive	Leave
		On	☐☐☐☐ ☐☐☐☐ ☐☐☐☐	From garage ☐ From mechanic ☐ List run number _____	Pre-pullout check Yes ☐ No ☐ Checked-Exterior ☐ Interior ☐ Checked-Exterior ☐ Interior ☐	OK ☐ Defect ☐ Defect card filled out Yes ☐ No ☐ Entered in remarks Yes ☐ No ☐			
		Off		To garage ☐ To mechanic ☐ List run number _____	Checked Exterior ☐ Interior ☐	OK ☐ Defect ☐ Defect card filled out Yes ☐ No ☐ Entered in remarks Yes ☐ No ☐			
		On	☐☐☐☐ ☐☐☐☐ ☐☐☐☐	From garage ☐ From mechanic ☐ List run number _____	Pre-pullout check Yes ☐ No ☐ Checked-Exterior ☐ Interior ☐ Checked-Exterior ☐ Interior ☐	OK ☐ Defect ☐ Defect card filled out Yes ☐ No ☐ Entered in remarks Yes ☐ No ☐			
		Off		To garage ☐ To mechanic ☐ List run number _____	Checked Exterior ☐ Interior ☐	OK ☐ Defect ☐ Defect card filled out Yes ☐ No ☐ Entered in remarks Yes ☐ No ☐			
		On	☐☐☐☐ ☐☐☐☐ ☐☐☐☐	From garage ☐ From mechanic ☐ List run number _____	Pre-pullout check Yes ☐ No ☐ Checked-Exterior ☐ Interior ☐ Checked-Exterior ☐ Interior ☐	OK ☐ Defect ☐ Defect card filled out Yes ☐ No ☐ Entered in remarks Yes ☐ No ☐			
		Off		To garage ☐ To mechanic ☐ List run number _____	Checked Exterior ☐ Interior ☐	OK ☐ Defect ☐ Defect card filled out Yes ☐ No ☐ Entered in remarks Yes ☐ No ☐			
		On	☐☐☐☐ ☐☐☐☐ ☐☐☐☐	From garage ☐ From mechanic ☐ List run number _____	Pre-pullout check Yes ☐ No ☐ Checked-Exterior ☐ Interior ☐ Checked-Exterior ☐ Interior ☐	OK ☐ Defect ☐ Defect card filled out Yes ☐ No ☐ Entered in remarks Yes ☐ No ☐			
		Off		To garage ☐ To mechanic ☐ List run number _____	Checked Exterior ☐ Interior ☐	OK ☐ Defect ☐ Defect card filled out Yes ☐ No ☐ Entered in remarks Yes ☐ No ☐	On-board camera checked? Defect? Yes ☐ No ☐ Defect card filled out Yes ☐ No ☐ Entered in remarks Yes ☐ No ☐		

Remarks	Wheelchair Lift Deployment Pre-pullout check Yes ☐ No ☐ Relief Check Yes ☐ No ☐ Replacement Check Yes ☐ No ☐	OK ☐ Defect ☐ Defect card filled out Yes ☐ No ☐ Entered in remarks Yes ☐ No ☐	Total Number of Wheelchair Lift/Ramp Users For Today	

Operator's Signature	*Badge*	*Student Operator's Signature*	*Badge*

cta 3545 (rev. 03/05) Transit Operations (front)

Run Number	Garage	Route Number and Name	Day	Month	Date	Year

Transfer Card Summary			Remarks
Received from garage			
Obtained from other operators +		Run # _____ Badge # _____	
Total			
Given to other operators =		Run # _____ Badge # _____	
Net Total			
Emergency		**Explain reason(s) under remarks**	
Actual total available for sale			GARAGE OFFICE USE ONLY
Unused transfers returned -			**Number Counted** (Full / Loose) — **Verifier's Initials**
Total transfer transactions			**Controller's Phone 1-800-854-8848**

cta 3545 (rev. 03/05) Transit Operations (back)

FIRST PORTION

Bus: #5301
Farebox: #2100
Ramp: 2 times

SECOND PORTION

Bus: #6100
Farebox: #1207
Ramp: 1 time

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Bus Operator Initial Training Home
Study Assignment #4 - Day 5

BUS OPERATOR'S DAILY REPORT

B

Run Number	Garage	Route Number and Name	Day	Month	Date	Year

Bus No.	Fare Box No.	Time (hrs.)	Lift Users	Bus Received / Released	Bus Inspection	Condition of Bus
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □

Bus Operator Initial Training Home
Study Assignment #4 - Day 5

BUS OPERATOR'S DAILY REPORT C

Run Number	Garage	Route Number and Name	Day	Month	Date	Year

Bus No.	Fare Box No.	Time (hrs.)	Lift Users	Bus Received / Released	Bus Inspection	Condition of Bus
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □

Bus Operator Initial Training Home
Study Assignment #4 - Day 5

SWITCHBACK OR SCHEDULE DEVIATION

Line _____ Date _____

Bus No. _____ Run No. _____ Time of Deviation _____

Location of Deviation/Switchback _____

Scheduled Terminal _____ Unscheduled Terminal _____

OPERATOR INSTRUCTED TO:

☐ Switchback
Operate ☐ Ahead ☐ Late (minutes _____)
Operate ☐ Not in Service
☐ Other

Reason for Deviation/Switchback _____

_____

DE IATION ST BE ENTERED ON YO R B S OPERATOR S DAI Y REPORT AND T RNED IN TO C ERK

Authorized by _____ Badge _____

Operator's Name_____ Badge _____

cta 3632 (rev. 11/85) Transportation Service

R1067_FOIA_20250813

Bus Operator Initial Training Home
Study Assignment #4 - Day 5

BUS OPERATOR'S DAILY REPORT

D

Run Number	Garage	Route Number and Name	Day	Month	Date	Year

Bus No.	Fare Box No.	Time (hrs.)	Lift Users	Bus Received / Released	Bus Inspection	Condition of Bus
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □

Deviations		
Terminal	Arrive	Leave

On-board camera checked?
Defect? Yes □ No □
Defect card filled out Yes □ No □
Entered in remarks Yes □ No □

Remarks	Wheelchair Lift Deployment Pre-pullout check Yes □ No □ Relief Check Yes □ No □ Replacement Check Yes □ No □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □	Total Number of Wheelchair Lift/Ramp Users For Today	

Operator's Signature	*Badge*	*Student Operator's Signature*	*Badge*

cta 3545 (rev. 03/05) Transit Operations (front)

Run Number	Garage	Route Number and Name	Day	Month	Date	Year

Transfer Card Summary		
Received from garage		
Obtained from other operators +		Run # _____ Badge # _____
Total		
Given to other operators =		Run # _____ Badge # _____
Net Total		
Emergency		**Explain reason(s) under remarks**
Actual total available for sale		
Unused transfers returned -		
Total transfer transactions		

Remarks

GARAGE OFFICE USE ONLY

Number Counted		Verifier's Initials
Full	Loose	

Controller's Phone 1-800-854-8848

cta 3545 (rev. 03/05) Transit Operations (back)

FIRST PORTION

Bus: #5700
Farebox: #3210

SECOND PORTION

Bus: #6500
Farebox: #2310
0904hrs: Pulled out from garage
Run #308 Not filled

RTA FOIA 20081313

Bus Operator Initial Training Home
Study Assignment #4 - Day 5

BUS OPERATOR'S DAILY REPORT

E

Run Number	Garage	Route Number and Name	Day	Month	Date	Year

Bus No.	Fare Box No.	Time (hrs.)	Lift Users	Bus Received / Released	Bus Inspection	Condition of Bus	Deviations: Terminal	Arrive	Leave
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □	On-board camera checked? Defect? Yes □ No □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □		
Remarks		Wheelchair Lift Deployment Pre-pullout check Yes □ No □ Relief Check Yes □ No □ Replacement Check Yes □ No □				OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □	Total Number of Wheelchair Lift/Ramp Users For Today		

Operator's Signature	*Badge*	*Student Operator's Signature*	*Badge*

cta 3545 (rev. 03/05) Transit Operations (front)

Run Number	Garage	Route Number and Name	Day	Month	Date	Year

Transfer Card Summary			Remarks
Received from garage			
Obtained from other operators +		Run # _____ Badge # _____	
Total			
Given to other operators =		Run # _____ Badge # _____	
Net Total			
Emergency		**Explain reason(s) under remarks**	
Actual total available for sale			GARAGE OFFICE USE ONLY
Unused transfers returned -			**Number Counted** (Full / Loose) / **Verifier's Initials**
Total transfer transactions			**Controller's Phone 1-800-854-8848**

cta 3545 (rev. 03/05) Transit Operations (back)

FIRST PORTION

Bus: #5600
Farebox: #2900 *defective (no power)*
record 60 customers
Ramp: 1 time

SECOND PORTION

Bus: #5700
Farebox: #2805
Relieved by: Run #320
Ramp: 2 times

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Bus Operator Initial Training Home
Study Assignment #4 - Day 5

BUS OPERATOR'S DAILY REPORT

F

Run Number	Garage	Route Number and Name	Day	Month	Date	Year

Bus No.	Fare Box No.	Time (hrs.)	Lift Users	Bus Received / Released	Bus Inspection	Condition of Bus	Deviations: Terminal	Arrive	Leave
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □	On-board camera checked? Defect? Yes □ No □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □		
Remarks		Wheelchair Lift Deployment Pre-pullout check Yes □ No □ Relief Check Yes □ No □ Replacement Check Yes □ No □				OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □	Total Number of Wheelchair Lift/Ramp Users For Today		

Operator's Signature	*Badge*	*Student Operator's Signature*	*Badge*

cta 3545 (rev. 03/05) Transit Operations (front)

Run Number	Garage	Route Number and Name	Day	Month	Date	Year

Transfer Card Summary			Remarks
Received from garage			
Obtained from other operators +		Run # _____ Badge # _____	
Total			
Given to other operators =		Run # _____ Badge # _____	
Net Total			
Emergency		**Explain reason(s) under remarks**	
Actual total available for sale			
Unused transfers returned -			
Total transfer transactions			

GARAGE OFFICE USE ONLY

Number Counted		Verifier's Initials	
Full	Loose		**Controller's Phone 1-800-854-8848**

cta 3545 (rev. 03/05) Transit Operations (back)

FIRST PORTION

Bus: #6206
Farebox: #4321
Ramp: 4 times

SECOND PORTION

Bus: #6203
Farebox: #1308 *defective @ 1240 hrs.*
jump buses w/ Run #355@ 1330/1341 hrs.

Bus # 6109
Farebox #1207 defective @ 1404 hrs.
Ramp: 1 time

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Bus Operator Initial Training Home
Study Assignment #4 - Day 5

BUS OPERATOR'S DAILY REPORT

G

Run Number	Garage	Route Number and Name	Day	Month	Date	Year

Bus No.	Fare Box No.	Time (hrs.)	Lift Users	Bus Received / Released	Bus Inspection	Condition of Bus	Deviations: Terminal	Arrive	Leave
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		On	□ □ □ □ □ □ □ □ □ □ □ □	From garage □ From mechanic □ List run number _____	Pre-pullout check Yes □ No □ Checked-Exterior □ Interior □ Checked-Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □			
		Off		To garage □ To mechanic □ List run number _____	Checked Exterior □ Interior □	OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □	**On-board camera checked?** Defect? Yes □ No □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □		
Remarks		Wheelchair Lift Deployment Pre-pullout check Yes □ No □ Relief Check Yes □ No □ Replacement Check Yes □ No □		OK □ Defect □ Defect card filled out Yes □ No □ Entered in remarks Yes □ No □		Total Number of Wheelchair Lift/Ramp Users For Today			

Operator's Signature	*Badge*	*Student Operator's Signature*	*Badge*

cta 3545 (rev. 03/05) Transit Operations (front)

Run Number	Garage	Route Number and Name	Day	Month	Date	Year

Transfer Card Summary			Remarks
Received from garage			
Obtained from other operators +		Run # _____ Badge # _____	
Total			
Given to other operators =		Run # _____ Badge # _____	
Net Total			
Emergency		**Explain reason(s) under remarks**	
Actual total available for sale			GARAGE OFFICE USE ONLY
Unused transfers returned -			**Number Counted** (Full / Loose) / **Verifier's Initials**
Total transfer transactions			**Controller's Phone 1-800-854-8848**

cta 3545 (rev. 03/05) Transit Operations (back)

FIRST PORTION

Bus: #5800
Farebox: #1234
Ramp: 2 times

SECOND PORTION

Bus: #5900
Farebox: #1235
1428 hrs: defective camera

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DAY SIX

Bus Operator Training

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SOP 8005 Assisting Senior and Customers with Disabilities on the Bus System

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **8005 (04-21-24)**	**Page 1 of 11**

Title:	**Assisting Seniors and Customers With Disabilities on the Bus System**
Issued to:	All Bus Operations and Security Services Personnel
Approved by:	Chief Transit Officer
Supersedes:	SOP Assisting Seniors and Customers With Disabilities on the Bus System, 8005 (12-15-19)

INTRODUCTION

CTA is responsible for providing accessible transportation to *all* customers. Assistance must be provided at all stages in a customer's journey using our system, from the time a customer boards a bus until that customer alights.

GENERAL GUIDELINES

- Throughout your interaction with the customer, be patient, respectful and courteous.
- Do not make assumptions about whether a customer does or does not have a disability. Some customers' disabilities may not be readily visible. *Assist **anyone** who asks for help.* The Americans with Disabilities Act (ADA) provides provisions for people with both visible and invisible disabilities.
- **Any** customer may ask for assistance and employees must provide such assistance. Employees may also offer assistance to any customer at any time.
- Follow all standard operating procedures, including those relating to announcements, curbing and kneeling the bus, deploying the ramp, starting, stopping and turning. When applicable, follow standard operating procedures regarding boarding, alighting or securing customers using wheelchairs or other mobility devices. This not only helps the customer, but also saves time at stops and makes it easier for you to maintain your schedule.
- **Be patient.** Seniors and customers with disabilities may take a little longer to board, alight or pay fares. They may not be able to quickly find a seat and get settled or to stand and move to get off the bus if the bus is moving. Waiting a moment can help avoid an on-board accident such as a fall.
- Consider the customer's sense of pride. Many seniors and people with disabilities are very independent and are able to get around on their own. Do not assume that they need or want your help. Always ask first, before attempting to assist, and do so in a pleasant and sincere manner. Some people may resent any special attention. Do not be offended if assistance is declined. Remember, no means no, even if you think the person needs help.

Be Helpful

Some customers with disabilities may have difficulty boarding or alighting the bus, depositing currency/coins, using farecards, securing a mobility device or using a seatbelt. Employees should always ask if the customer would like assistance first. If the customer accepts the offer of assistance, ask how you may help and listen carefully to the customer's response.

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If you are assisting a senior or a customer with a disability who wants to sit in a priority seat but the priority seating area is full, **you are required to request that the customer(s) in the priority seat(s) please move.** Using the public address system to make this request may be helpful. Remind customers that priority seating is intended for seniors and customers with disabilities. (See Customer Priority For Accessing Priority Seating Areas, page 7.)

Provide Information

Help provide needed information. Seniors and customers with disabilities may need information about topics such as service disruptions but may not be able to read posted information.

Bus route and destination announcements *must be made at every stop*. If the Automated Voice Annunciator System (AVAS) is inoperable, **you must manually announce this information using the public address (PA) system.** Remember that some customers, while not totally blind, may not see well enough to read the route or destination signs.

If a customer with a disability or a senior requests information on riding at a reduced rate of fare, advise the customer to call the Regional Transportation Authority (RTA) to secure an RTA Reduced Fare Permit. CTA does not provide Reduced Fare Permits.

Just as for any other customer, if a senior or customer with a disability requests information, provide the information correctly, thoroughly and pleasantly.

Announce All Stops Clearly and Loudly

Quality customer service means that all announcements must be *loud and clear* enough to be heard and understood throughout the bus. Stop announcements provide critical information for customers who are blind, visually impaired or who have cognitive, learning or other disabilities.

> If the AVAS is unavailable, or is not synchronized with the actual bus location, Operators are ***required*** to make the announcements manually using the PA system. If the PA system is also not working, the Operator should loudly and clearly announce all stops and other annoucements.

Customers will then feel confident enough of their actual location to exit when needed without fear of missing their stop. ***Failure to announce all stops is a violation of the ADA***.

PERSONAL ASSISTANT

Some seniors and customers with disabilities travel with a personal assistant, who may be of any age. Even if the customer's personal assistant responds to your communication, ***speak directly to the customer with a disability***.

If the customer is traveling with a personal assistant and presents a valid RTA ADA Paratransit & Reduced Fare Permit with a serial number that starts with "P," both the customer and the personal assistant may ride for a reduced fare with Operator assistance. If the personal assistant wishes to pay their own reduced fare using their own Ventra Card, press the Fare Override button. See SOP 8155 *Ventra Fare Collection: Ventra Mobile Validator and Driver Terminal* for details on collecting fares.

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ACCOMMODATING DIFFERENT TYPES OF DISABILITIES

The following guidelines must be used to assist customers with specific disabilities.

Assisting Customers With Visible or Self-Identified Disabilities

Bus Operators must **ask** a customer with a *visible* disability (e.g., a person who is using a wheelchair, white cane, etc.) or who *self-identifies* as having a disability, "Do you need assistance?" or "May I help you?" If the customer accepts the offer of assistance, ask, "How may I help (assist) you?"

Example: An individual in a wheelchair is waiting to board. You deploy the ramp and ask, *"Would you like assistance?"* or *"Do you need any assistance?"* If the answer is *"Yes*," then ask, *"How may I assist/help you?"*

Example: A customer boards and tells you they have a disability. The disability is not readily apparent (i.e., it is *invisible)*. You should then ask, "*Would you like assistance?"* or *"Do you need assistance?"* If the answer is *"Yes*," then ask, "*How may I assist you?"*

When necessary or upon request, Bus Operators must assist individuals with disabilities with the use of securement systems and ramps. **If it is necessary that Operators leave their seats to provide this assistance, they must do so.** Whenever leaving the seat, Operators must place the gear shift in *NEUTRAL* and apply the parking brake.

If a customer responds that they do **not** want assistance, do not continue to question the customer, and do not force the customer to accept assistance. Employees must provide only whatever assistance is requested.

Assisting Customers Who are Elderly, Blind or Visually Impaired

- If a person with a white cane or service animal (see Service Animals, page 5) is at or near a bus stop, assume that they are waiting for your bus and curb and kneel the bus. A white cane is specifically related to a visual disability. Provide assistance as requested.

  Note: All people with white canes have visual disabilities, but many blind or visually impaired people do not use white canes.

- An intending customer with a visual impairment waiting at a bus stop may not move toward the curb until the exterior bus announcements begin. If exterior announcements are inoperable, be sure to announce to intending customers the route number and destination. **Do not pass up a customer because they do not immediately react to your approaching bus.**
- Customers who are blind or have visual disabilities may experience difficulties using farecards at the Mobile Validator (MV). Assist as requested.
- When assisting the customer in boarding a bus, inform the customer of an empty seat, but do not insist that they sit there. For example, customers with service animals often prefer to sit in the first forward-facing seat so the service animal can lie under the seat or at the person's feet.
- After the customer has boarded, do not move the bus until the customer has the opportunity to reach a position of safety, for example a stanchion, railing, strap or seat. If a customer with a visual disability prefers to stand, do not insist that they sit down.
- Make all service stop announcements. Never ask the customer where they want to get off the bus. This only draws attention to them and may compromise their safety.

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- If a vehicle obstructs the bus stop zone, advise the customer of the situation. Inform the customer of the approximate distance between the bus and the curb. Refer to SOP 7009 *Curbing* for obstructed loading zones.
- Inform a customer who is blind or visually impaired whether the bus is stopping before or after the cross-street (i.e., nearside or farside).
- If a customer who is blind or visually impaired misses their stop due to a stop not being announced, you must ensure that the customer knows the stop at which they are safely alighting.
- Bus Operators must not leave their bus to walk a customer across a street or to some other location. However, Bus Operators may alert customers to any observed environmental hazards such as cracked sidewalks or construction sites.

SIGHTED GUIDE TECHNIQUE

- If the customer requests or accepts assistance, use care when providing assistance.
- The specific technique used to physically guide an individual who is blind or visually impaired is as follows and shown in Figure 1:

  Ask, “Would you like to take my arm?” and allow the customer to take hold of your arm, just above the elbow. This allows you to walk slightly ahead of the customer, enabling the customer to follow you.

  - Do not take hold of any part of the customer as this may cause them to lose balance.
  - Do not grasp the customer’s arm or hand and attempt to guide them.

  If you must lead the customer through a very crowded or narrow area (e.g., a crowded bus aisle), walk in front of the customer and allow them to grasp your wrist held behind you or to put a hand on your shoulder.

Figure 1: Sighted Guide Technique

Customers Who Are Deaf or Hearing Impaired

- Remember that not all people who are deaf or hearing impaired can read lips.
- Speak normally and look directly at the customer when you talk. Do not be afraid to point or gesture to aid communication.
- If you need to get the attention of a customer with a hearing disability, gently touch the person’s arm or lightly tap them on their shoulder.
- Customers with hearing disabilities may have difficulty speaking. Listen carefully and attentively. It is acceptable to ask the person to repeat what they said. If a customer with

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a hearing impairment does not understand what you said, try rephrasing your question or response. Different words with different sounds may be more easily understood.

- Whenever possible, ask questions that can be answered with “yes” or “no.”
- While a customer may hold up their cell phone with a message on it, you must **not** respond using their or your cell phone. You may use paper and pen or finger spell letters in the air.
- Be prepared to communicate in writing using capital letters, which are the easiest to interpret. If paper is not available, you often can spell the message using capital letters with your finger on a flat surface or even in the air and the customer may be able to understand your message.

Customers Who Have Intellectual Disabilities

An intellectual disability (e.g., cognitive disability, autism, etc.) impairs thinking, remembering or understanding.

- Intellectual disabilities are often hidden.
- Be patient if a customer requests the same information more than once. This may be necessary for the customer to feel comfortable.
- Asking a question that the customer can respond with a “yes” or “no” to can also aid in communication.
- Customers with intellectual disabilities may benefit from both visual and audio information. Remind them of the LED signs and accompanying audio announcements that are in each bus.

Customers who Have Mental Health Disabilities

Mental illnesses are health conditions involving triggers caused by changes in emotion, thinking or behavior or a combination of emotion, thinking and/or behavior. Mental illnesses are associated with distress and/or problems functioning in social, work or family situations.

- If you notice that someone is acting in an unconventional way or getting upset, stay calm and do not get angry or argue with the person.
- Keep your voice, tone and manner pleasant and even. Give the individual space and provide information or assistance in a calm and patient manner.
- If someone is suicidal, be sympathetic and non-judgmental and try to keep them talking. Talking will allow time for them to calm down. If the person has already acted, contact Control Center Operations or 911 and follow the Controller’s instructions and CTA’s safety guidelines.
- If you believe there is a safety concern for the individual, you or other customers, contact Control Center Operations and follow the Controller’s instructions and CTA’s safety guidelines.

ANIMALS

CTA employees should inform customers who are traveling with any animal that they may encounter security and/or police dogs that patrol the transit system. ***An animal’s owner must be in complete control of the animal at all times.*** (The animal must stay with its owner and is not permitted to roam about the bus.) ***Customers traveling with any animal are responsible for the behavior of the animal.***

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Title: Assisting Seniors and Customers With Disabilities on the Bus System	

- The CTA may refuse to admit or transport any animal that poses a direct threat to the health or safety of employees or customers, or that is not being controlled by its owner. An animal that growls, acts aggressively or is allowed to wander in a bus poses such a threat.
- If you are unsure whether to allow a customer's animal to board, contact the Controller.

Service Animals

Under Department of Transportation (DOT) ADA regulations at 49 C.F.R. Section 37.3, "service animal" is defined as "any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items." DOT ADA regulation 49 C.F.R. Section 37.167(d) requires transit entities to permit service animals to accompany individuals with disabilities in vehicles and facilities.

Service animals assist people with disabilities in performing everyday tasks. For example, a service animal could pull a wheelchair, provide balance to a person with a mobility disability, or assist a person who is blind or visually impaired in boarding or alighting a bus.

During all hours of operation, customers with disabilities are permitted to board CTA vehicles accompanied by any service animal that meets the proper training requirements. In practice, **dogs are the most common service animal individually trained to work for the benefit of an individual with a disability**, while other animals, such as miniature horses, are rare.

Some service animals may wear a harness, collar, cape, backpack or other identification and may be licensed or certified. However, identification, licensing or certification ***are NOT required*** for service animals to accompany a customer with a disability. **Do NOT ask the customer if they have a cape, backpack, identification card, license or certificate for the animal.**

Some individuals may have more than one service animal and the customer should answer the questions for both animals. If an employee is uncertain if an animal accompanying a customer is a service animal, the employee should ask the customer two questions:

1. *"Is the animal required because of a disability?"* (asked if a disability is not apparent). **Do not ask the customer about the nature or type of their disability.**
2. *"What task is the animal trained to do to help or assist you with your disability?"* Training must be related to a disability.

- An animal that provides comfort may be an emotional support animal. An emotional support animal is **not** considered to be a service animal. Remember, animals without special training to work or perform tasks for a person with a disability are considered pets, **not** service animals. Follow the guidance below for pets to determine whether to allow an emotional support animal to board the CTA vehicle.
- Although the majority of service animals are on a leash, there are some circumstances – such as if a person in a power wheelchair is extremely physically limited – when an individual cannot maneuver their wheelchair and hold a dog's leash at the same time. While the law does not require a leash, it **does require that the service animal is under control of the owner at all times.**
- Never touch or talk to a service animal without the owner's permission, as the service animal is "working."

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- A customer who is blind or visually impaired who also uses a service animal may still want assistance but may not want to hold your arm. You should still offer your arm to provide the appropriate level of support (see Sighted Guide Technique, page 4).

Pets

Pets are **not** service animals. Pets are only allowed on CTA vehicles if they are small and in a closed carrier designed for travel that is carried by one person. The carrier must be constructed in a manner that ensures protection of customers. Pet carriers must not occupy seats, impede customer flow or block exits. The small carrier must be of a size that is able to fit under a seat. The small carrier is not required to be kept under a seat; it may also be kept on the customer's lap. Pets are not permitted to annoy customers and are not permitted to roam about the bus.

PRIORITY BOARDING AND ALIGHTING

Curbing the Bus

Try to stop at a point that is free of obstructions and that permits the customer to board or alight easily. Lend any assistance as necessary. See SOP 7009 *Curbing* for details.

Kneeling the Bus

Bus Operators are required to kneel the bus for all customers who request that it be kneeled. When a customer has any type of visible mobility disability, the Operator **must, without being asked,** raise or lower the bus to make the bus floor approximately level with the curb.

If street and/or curb conditions require that any customers must board from or alight to street level, *the bus must be kneeled to its lowest possible position*.

See SOP 8122 *Kneeling and Ramp Operation* for details.

Customer Priority for Accesssing Priority Seating Areas

Remember, you should always request that customers move from a Priority Seat if they are able to do so to accommodate people with disabilities or others who need the priority seating. Most customers will respond appropriately to a request to move to another seat in favor of a person with a disability. **However, you cannot require or force anyone to move.**

If the priority seating area is full and no one chooses to or no one is able to move:

- Inform the customer that "Unfortunately the priority seating area is full."
- Use an RTT to notify Control Center Operations of the situation.
- When the Controller responds, explain that no one would move to accommodate the customer who needed the priority seating area or that all spaces for customers using wheelchairs are occupied.
- Inform the customer the estimated time that the next bus is due to arrive.
- If the customer becomes upset, apologize and point out that you requested that people vacate a seat but that you cannot make anyone move.
- Then continue in service.

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Title: Assisting Seniors and Customers With Disabilities on the Bus System	

To provide guidance to employees assisting a senior or a customer with a disability in obtaining a priority seat, use the following priorities list.

1. People using a wheelchair or other mobility device (highest priority).
2. People with disabilities not using a wheelchair/mobility device.
3. Seniors without disabilities.
4. Pregnant people.
5. People with strollers. (Follow CTA's stroller policy. If a stroller is used as a mobility device for a child with a disability instead of a wheelchair, the stroller may remain in the priority seating area.)
6. People riding with small children.
7. All other customers (lowest priority).

Customers Using the Ramp

Any customer may request that the ramp be deployed. You are *required* to comply with all such requests regardless of how a person looks or whether or not they are using a mobility device. Remember, some customers' disabilities may not be visible.

- If the ramp does not automatically deploy, you must manually deploy the ramp.
- If a boarding customer needs or wishes to use the ramp to board, deploy it ***before*** other customers board. When customers alight, deploy the ramp for anyone desiring to use it ***after*** other customers have alighted, ***but before any boarding customers get on***. In short, a customer using the ramp will be the "first on and last off."
  - Do not deploy the ramp *into* a bus shelter. Inform a customer waiting in a bus shelter who wants/needs to use the ramp that you will move the bus slightly forward so the ramp will clear the shelter.
  - Before boarding any customers, make sure enough room remains on the bus for the customer using a mobility device to maneuver and that the securement area is available.
  - As necessary, announce that priority seating is intended for seniors and customers with disabilities.
- If there is no safe place for a customer with a disability to board or alight the vehicle (for example, obstructions such as snow, ice, large puddles or construction sites), communicate with the customers on where they can safely board or alight. Bus Operators must not pass up customers due to obstructions.

BOARDING

- Upon arrival at the service stop, before anyone boards, allow customers to alight.
- Announce to intending customers, "Attention boarding customers…. I am deploying the ramp …please stand clear and allow customers using the ramp to board first. Thank you for your cooperation."
- As the customer using the ramp boards, advise them that you will deploy the ramp at their

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requested stop, ***after*** all other customers wishing to alight have done so.

- Confirm that no other customers need to use the ramp and retract the ramp.
- Board the remaining customers.
- After all customers have boarded, wait until they have the opportunity to reach a position of safety (stanchion, railing, strap or seat) before moving the bus.
- Remember, a customer who uses a wheelchair boards the bus first and alights last.

ALIGHTING

- Allow fully ambulatory customers to get off the bus first. Encourage the use of the rear door for exiting by announcing, "To ease customer boarding, please exit by the rear door."
- If a customer wishes to alight using the ramp, announce to intending customers, ***before they board:*** "Attention boarding customers…I will be deploying the ramp after these customers alight…please stand clear and allow customers using the ramp to alight before you board. Thank you for your cooperation."
- Remember, seniors and customers with disabilities may move slower than other customers. Before leaving the service stop, be alert for customers who were moving to alight but have not yet alighted.

See SOP 7033 *Leaving a Service Stop* for more details on boarding and alighting customers.

ASSISTING A CUSTOMER WHO IS USING A MOBILITY DEVICE

- Do not touch these devices without first receiving the customer's permission to do so.
- Employees are required to push a manual wheelchair if requested to do so to assist in boarding or alighting the bus. **If you are physically unable to do so, notify the Controller for instructions.**
- Customers using a wheelchair may enter the bus going forward or backward.
- Refer to SOP 8101 *Operating and Moving Standard Wheelchairs* for additional information and procedures.
- If the bus already has two customers using wheelchairs and a third (or more) customer with a wheelchair needs to board a bus, notify the Controller. (See Customer Priority For Accessing Priority Seating Areas, page 7.)

Seated Walker

A customer using a seated walker with a brake is allowed to use it as a seat **without blocking the aisle** if they are unable to transfer to a seat.

Wheelchair Facing Into the Bus

A wheelchair may not block a bus aisle. There are two wheelchair securement areas on any CTA bus. If the wheelchair is small enough and an individual wants to sit facing into the bus, instead of facing front or back, they may do so as long as customer flow in the aisle is not impeded.

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Securing Mobility Devices

Remember, a customer who uses a mobility device boards the bus first and alights last.

For safety reasons, *encourage* customers to secure their mobility devices. Ask customers using a mobility device if they want assistance securing it. If assistance is accepted, assist as requested to secure the device. However, *customers are **not required** to use the securement devices.* If the customer's device cannot be secured satisfactorily, or they choose not to secure the device, they must still be allowed to ride. ***Wheelchair brakes must be applied if the device is so equipped and electric/power wheelchairs/mobility devices must be powered off.***

If the customer chooses to secure the device, either the wheel clamp and aisle-side restraint strap or both restraint straps should be used, depending on the type of mobility device. Straps are used to secure the device only, **not** any part of the customer's body. When assisting, check that the device is properly and tightly secured before moving the bus.

- **Securing Manual and Electric/Power-Driven Wheelchairs and Mobility Devices**
  - For standard wheelchairs, one rear wheel must be backed into the wheel clamp (Figure 2). Do **not** use the clamp if the wheelchair has plastic-rim wheels.
  - When the wheel is pushed against the clamp plate, the clamp will snap closed (Figure 3). Ensure that the clamp is on the wheel and not on wheel spokes.
  - With one rear wheel secured in the clamp (Figure 3), the restraint strap for the other side of the chair must be used as well.This strap must be attached to the chair frame, not to the wheel (Figure 4).

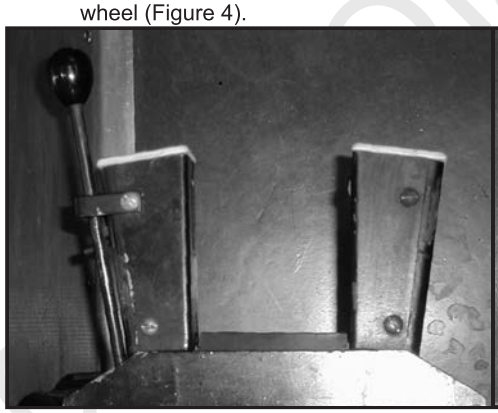

Figure 2: Wheel Clamp Open/Release Lever (left)

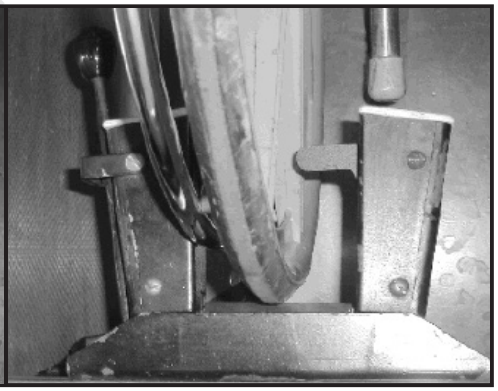

Figure 3: Wheel Clamp Closed

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- **Securing Wheelchairs With Plastic-Rim Wheels, 3-Wheel Mobility Devices (Such as Amigo and Sierra) and Other Non-Standard Wheelchairs That Will Not Fit the Wheel Clamp**

  - Both the left and right restraint straps must be attached to the mobility device frame, not to its wheels (Figure 4).
  - **If the chair has plastic wheels, do not use the wheel clamp.** Use both restraint straps, one attached to each side of the chair frame (Figure 4).
  - ***Straps must not be placed around the customer***.

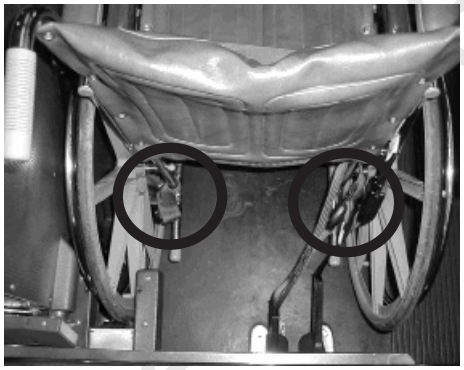

Figure 4: Straps Secured to Wheelchair Frame

Customers are **not** required to use safety belts.

Releasing a Mobility Device

Ask a customer whose mobility device is secured if they would like assistance to release it. If the customer accepts the offer, press the release button(s) on the restraint strap buckle(s) to unfasten the strap(s) and/or pull the wheel clamp release lever to open the wheel clamp.

PERFORMING PRE-PULLOUT SYSTEMS CHECK AND REPORTING EQUIPMENT DEFECTS

- Check the wheelchair securement following SOP 7008 *Pre-Pullout Systems Check*.
- Defects in the AVAS, PA system, interior or exterior destination and location signs, wheelchair signaling and securement equipment and the ramp must be reported immediately to the Controller. This equipment is crucial for seniors and customers with disabilities.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

SOP 8194 Communicating with People with Disabilities

cta	**Transit Operations** General Information	**Publication Number:** **8194 (02-28-16)**	**Page 1 of 3**

Title:	**Communicating with People with Disabilities**
Issued to:	All Employees
Approved by:	Robert L. Smith Chief Transit Officer
Supersedes:	Communicating with People with Disabilities, 8194 (04-22-12)

INTRODUCTION

As important as it is to communicate with customers, it is *especially* true for CTA's customers with disabilities. They may not be able to see destination signs, hear announcements or understand other communications. Employees must exercise care when addressing CTA's customers since in many cases you cannot tell if a customer has a disability.

GENERAL GUIDELINES FOR ALL CUSTOMER INTERACTIONS

When communicating with *any* customer, remember these general rules:

- *All* persons using CTA services are customers.
- Identify yourself as a CTA employee.
- Respond verbally. Do not rely on gestures alone, such as nodding or shaking your head.
- Speak clearly and in a normal volume.
- Speak to the person from the front, not from the side or rear. If you cannot get the person's attention, walk to where you can face him or her directly.
- Remain patient and calm at all times.

SPECIFIC GUIDELINES FOR COMMUNICATING WITH CUSTOMERS WITH DISABILITIES

- Just like anyone else, a person with a disability deserves courtesy and respect. Use your best customer service skills. Put yourself in the customer's position: How would *you* want to be treated?
- Having a physical, speech, hearing or vision disability does not affect a person's intelligence or ability to understand.
- Disabilities are not always visible. Just because a person doesn't ***appear*** to have a disability doesn't mean he or she doesn't have one.
- If a customer's disability *is* visible, ***ask*** if he/she would like assistance.
  - If "yes," ask how you can be of help.
  - If "no," do not insist. The person with the disability is the best judge of his or her capabilities.
- Focus on the person, not the disability. Talk directly ***to*** the customer, not about him/her as if he or she wasn't there.
- Some people with disabilities may need more time to communicate and to receive and respond to your communication. Be ***patient*** and ***helpful***.
- If the person uses a service animal, that animal is performing a task for the customer. Do not touch or distract a service animal.

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Publication Number: 8194 (02-28-16)	Page 2 of 3
Title: Communicating with People with Disabilities	

IF YOU HAVE DIFFICULTY UNDERSTANDING THE PERSON

- Use your best customer service and listening skills.
- Be honest and patient. Maintain eye contact.
- Let the person choose the type of communication he or she wants to use.
- Allow the person time to select the word(s) he or she wishes to use.
- Accept and respond to all communication.
- It is acceptable to ask a person to repeat what he or she said. If possible, ask a yes or no question to clarify understanding.
- Encourage the person to continue trying to communicate.
- Tell the person politely if you do not understand.

IF THE PERSON HAS DIFFICULTY UNDERSTANDING YOU

If the person is having difficulty understanding your message, use these techniques:

- Stand near the person and look directly at him or her.
- Speak slowly and distinctly but use a normal tone of voice.
- Use simple vocabulary.
- Rephrase your message if necessary. Show the person you are trying to understand.
- Use helpful gestures and facial expressions to support your statements.
- Divide your message into small units, allowing the person to absorb and respond to each before you attempt to communicate the next unit.
- Ask questions that can be answered by “yes” or “no” or that only require a single word answer.
- If necessary, use a different way of communicating (e.g. write your message on a piece of paper for the person to read).

SPECIFIC DISABILITIES

Mobility Disabilities

- If you are speaking to someone who is using a wheelchair, step back several feet or crouch down when talking to him or her. This keeps your eye levels nearly the same. If you stand too close to the wheelchair, you may appear intimidating, since the wheelchair is part of that customer’s personal space.

  Note: Never touch a customer’s wheelchair unless you have been specifically asked to do so.

Hearing Disabilities

- A person with a hearing disability may not be able to hear subtle changes in your voice that may have meaning. Use facial and body gestures and maintain eye contact to help you convey your message.

- If verbal communication is initially unsuccessful, try using another word, hand gestures, or writing the message down. Offer the customer a piece of paper and pen to communicate with you. If paper is unavailable, spell out the message on a flat surface or in the air.

- If the customer has a sign language interpreter with him or her, continue to *speak directly to the customer*. The interpreter is simply assisting the customer to communicate.

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- If you know that a person with a hearing disability is aboard the bus or train, be sure that any change in route or stops is clearly announced, and loudly enough for all to hear. You may need to specifically inform the customer with the hearing disability.

Visual Disabilities

- Use a normal tone of voice. Blindness or low vision does not generally affect a person's hearing, though some customers with *both* visual and hearing disabilities do ride the CTA system.
- Give specific directions. For example, instead of saying, "over there behind the vending machine," say "walk straight ahead until you get to the vending machine, then turn left ..."
- Many people who are blind or have a visual disabilitiy can travel independently. But if the person asks for assistance, or accepts your offer of assistance, be prepared to let him or her take your arm or elbow, and then lead the person at his/her own pace.

Cognitive Disabilities

Cognitive disabilities affect a person's recall, comprehension and ability to assemble his or her thoughts. Individuals with a cognitive disability may have difficulty following or responding to multi-faceted comments or questions.

- Communicate one idea at a time.
- Ask simple yes or no questions when possible.
- To minimize confusion, repeat back to the person what you believe he or she said or meant.
- Be patient. Some customers may need information repeated several times in order to absorb it.

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SOP 8101 Operating and Moving Standard Wheelchairs

	Transit Operations Standard Operating Procedure	Publication Number: 8101 (06-27-21)	Page 1 of 5

Title:	**Operating and Moving Standard Wheelchairs**
Issued to:	Bus Operator, Customer Service Representative, Customer Service Assistant, Rapid Transit Operator, Supervisor
Approved by:	Chief Transit Officer
Supersedes:	Bulletin G19-02 Securing of Wheelchairs and Mobility Devices on Buses and Trains, SOP 8101 Operation and Movement of Standard Wheelchairs (02-28-16)

INTRODUCTION

Under certain circumstances, employees must assist customers with the operation of their wheelchair, **after receiving the customer's permission**. An employee will need to know how to maneuver a standard wheelchair when a customer requests assistance or accepts an employee's offer of assistance. Refer to SOPs 8005 *Assisting Seniors and Customers with Disabilities on the Bus System* and 8181 *Assisting Seniors and Customers With Disabilities on the Rail System* for further information.

To ensure the comfort and safety of the customer who uses a wheelchair, the employee assisting the customer must follow the procedures below for safe operation and movement of standard wheelchairs.

GENERAL GUIDELINES

- **Always ask the customer's permission before touching or moving their wheelchair.**
  *Exception: an extreme emergency requiring **immediate** action.*
- When providing assistance to a customer who uses a wheelchair, ask the customer the best way to assist with their specific wheelchair.
- Employees may choose to wear gloves when moving a customer's wheelchair.
- If the customer has a seatbelt, you may ask them to use it to provide additional safety and security for both the customer and the employee moving the wheelchair.
- If a customer asks you to stop, stop if it is safe to do so.
- Before moving a wheelchair, inspect the area for hazards such as holes or slippery surfaces. Use extreme caution when conditions are slippery.

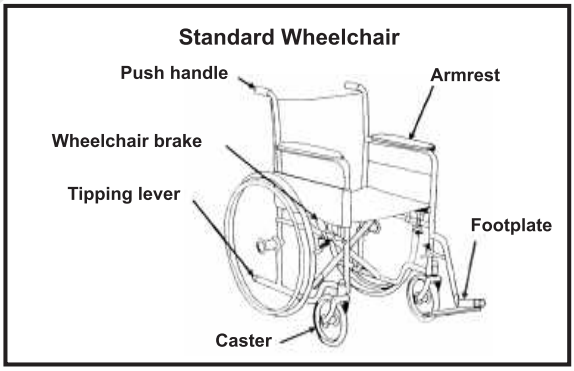

Figure 1: Parts of a Standard Wheelchair

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Title: Operating and Moving Standard Wheelchairs	

- Before moving a wheelchair, be sure that the wheelchair brakes (see Figure 1) are released. It should not require excessive force to engage or release wheelchair brakes.
- When moving a wheelchair, alert the customer of each step in the procedure ***first***, *before moving the chair*.
- Grip the chair firmly and never surprise the customer.
- Always place yourself behind the wheelchair.
- When going downhill, move the wheelchair **backward**. This will enable you to maintain control and minimize the risk of "losing" the chair.
- Never lift or grasp the chair by arm rests, wheels, or other parts that might be detachable. Use only the handgrips or push handles intended for that use.
- The footplates are designed to support the weight of the feet and legs only. If the full weight of the body is exerted on the footplates, the chair will tip forward abruptly and may cause injury. **Never let anyone stand on the footplates.**

Remember: If a customer who uses a wheelchair needs help going up or down the bus ramp, the Operator must provide assistance as requested. Operators providing assistance going **down** the ramp should do so only until the customer is safely off the ramp.

OPERATING AND MOVING STANDARD WHEELCHAIRS

Tilting a Wheelchair Backward

To safely traverse curbs, steps and other abrupt changes in the surface that a wheelchair must pass, it is frequently necessary to tilt the chair back onto the two large rear wheels. Safety considerations include:

- Inform the customer that you are about to tilt the wheelchair backward.
- Ensure that the customer's arms, hands and fingers will not be entangled in the wheel spokes.
- Ensure that you have sufficient space to maneuver the wheelchair after it has been tilted backward.
- Release the wheelchair brakes.
- Before tilting the chair, ensure the customer's feet are secure on the footplates and will not slip off.

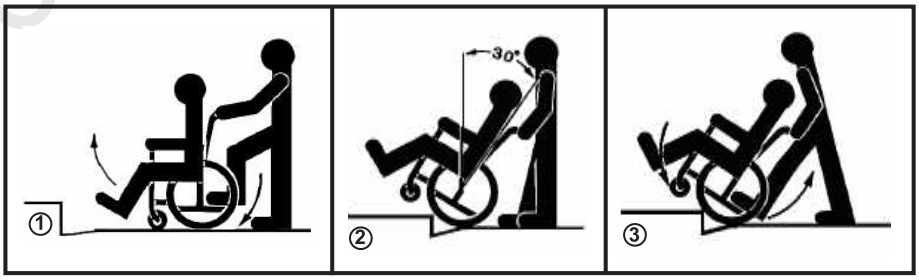

Figure 2: Tilting a Wheelchair Backward

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The objective is to rotate the wheelchair around the axles of the large rear wheels until the chair reaches its *balance point*. This will vary slightly depending upon the specific wheelchair model and weight of the customer. However, it will be very close to a 30° reclining angle for a correctly engineered wheelchair (Step 2 in Figure 2, page 2).

When you reach this *balance point*, it will be easy to maintain by raising or lowering the push handles. **ALWAYS USE PROPER BODY MECHANICS/TECHNIQUES TO AVOID BACK INJURIES**. Do not permit the wheelchair to go too far past the *balance point* as it will be difficult to prevent it from falling backward.

STEP 1

- Be sure the handgrips are firmly attached.
- Place your foot on the tipping lever extension and apply a pushing force (down and under) (Step 1 in Figure 2, page 2). At the same time, pull back and down on the two handgrips.
- Use a smooth, continuous motion as you tilt the chair back. Do not stand on the tipping lever or push straight down on the handles.

STEP 2

- Continue to tilt the chair back until little or no effort is required to stabilize it. That will be its *balance point*. The wheelchair can now be maneuvered on its rear wheels.
- Very little effort should be required to maintain the *balance point*. Be certain the customer's feet and hands are protected.

STEP 3

- To return to an upright position simply reverse the procedure. As you slowly lower the front of the chair, keep your foot on the tipping lever.
- Do not permit the chair to drop back to the upright position as this could cause the customer to pitch forward.

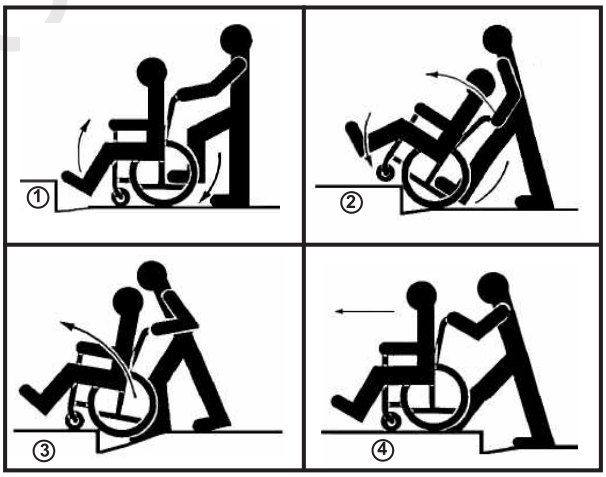

Figure 3: Traversing a Curb

Going Up a Curb

STEP 1

- Tilt the chair backward on its rear wheels by placing your foot on the tipping lever, pushing your foot downward and pulling the chair's arms back and down. Pull back until the chair is balanced and can be moved on its rear wheels.

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STEP 2

- With the chair tilted, move forward to the curb and lower the front wheels onto the curb.

STEP 3

- Place the rear wheels against the face of the curb.
- Lean forward and lift/roll the chair over the curb.
- Use proper body mechanics – bend your knees slightly, keep your back straight, place the palms of your hands under the handgrips, grasping firmly.
- Lift the wheelchair in one continuous motion.

STEP 4

- When the rear wheels have cleared the curb, let the wheelchair down slowly in one continuous motion. Never let the chair drop or bounce.

  Note: Depending on the customer, the wheelchair, and the assisting employee, the wheelchair may be brought up a curb facing backwards.

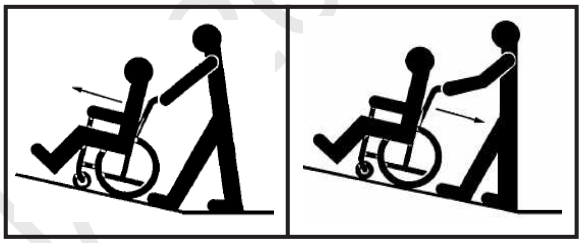

Figure 4: Moving a Wheelchair on an Incline

Going Down a Curb

To go down a curb, reverse the previous steps in this order: 4,3,2,1, with the chair facing backwards as it goes down the curb.

Moving Up an Incline

- Always keep all four wheels on the ground.
- Extend your arms forward.
- Step back one or two steps behind the rear wheels.
- Push the wheelchair forward slowly and steadily.
- Always push the wheelchair forward up an incline.

Moving Down an Incline

- Turn the wheelchair so it is facing backwards.
- Bend your arms slightly.
- Apply resistance to the wheelchair.
- Back the wheelchair down the incline slowly and steadily.

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Wheelchair Stability

The rear wheels and front casters together support the entire weight of the chair and the customer. Occasionally, the customer may have to lean or reach forward while the wheelchair is stationary. If this occurs, make sure the front casters are turned to the front. This is accomplished by pulling the wheelchair backward slightly. This will provide more support and reduce the risk of the wheelchair tipping forward.

Note: In all cases of moving a wheelchair, if the employee is unable to lift or maneuver the wheelchair as directed in this SOP, notify the Controller and request assistance.

Do not hurt yourself.

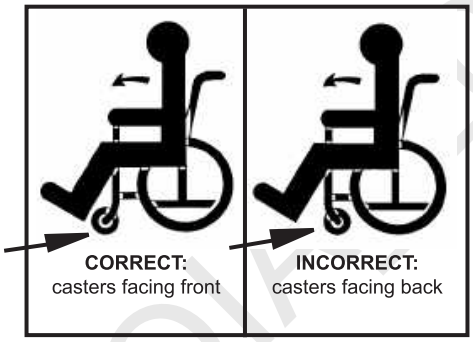

Figure 5: Caster Positioning for Stability

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment, and personal safety in performance of these procedures.

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SOP 8122 Kneeling and Ramp Operation

cta	**Transit Operations** **Standard Operating Procedure**	**Publication Number:** **8122 (07-30-17)**	**Page 1 of 7**

Title:	**Kneeling and Ramp Operation**
Issued to:	Bus Operators and Bus Supervisors
Approved by:	Interim Chief Transit Officer
Supersedes:	Kneeling and Ramp Operation, 8122 (04-30-17)

INTRODUCTION

The kneeling feature on a bus enables the Operator to raise and lower the bus to accommodate customers and adjust to street and curb conditions. The ramp makes buses accessible for customers who use mobility devices such as wheelchairs and walkers, and for anyone else who requests it.

Anyone who boards or alights a bus may request that the ramp be deployed or request that the bus be raised or lowered. Operators must accommodate all such requests immediately and without questioning the request.

GENERAL INSTRUCTIONS

If a customer is elderly or has any type of mobility disability that is visible, the Operator must raise or lower the bus to make the bus floor approximately level with the curb. The Operator **must kneel the bus without being asked**.

If a customer is using an assistive mobility device such as a walker, crutches or a walking cane, after the bus is kneeled, the Operator must politely ask the customer if he or she would like to use the ramp or would like the bus raised or lowered further.

If a customer is using a wheeled mobility device such as a wheelchair or powered scooter, the Operator **must deploy the ramp without being asked**.

NOTE

- **Operators must not ask customers if they have a disability.**
- **Anyone may ask the Operator to raise or lower the bus or deploy the ramp.**
- **Remember: Customers using the ramp board first and alight last.**
- **Operators must accommodate all such requests immediately and without questioning, even if the customer does not appear to have a disability.**

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Title: Kneeling and Ramp Operation	

TO KNEEL THE BUS (All buses except Nova 7900 Series)

- Properly curb the bus. Maintain curbside clearance.
- With the bus stopped (gear select switch in Neutral) and the service brake applied, fully open the front doors.
- Make sure that customers waiting outside the bus are standing clear of the bus and ramp. Announce that the bus is about to kneel (and that the ramp will be deployed, if that is the case). Request that customers both outside and inside the bus stand clear of the bus (and ramp).
- Set the RAMP/KNEEL power switch to POWER.
- Hold the KNEEL switch down in the LOWER position to kneel the bus. An alarm will sound and a flashing light on the outside of the front doors will illuminate during kneeling. **Do not allow the bus to come in contact with the curb, sidewalk, snowbank, etc. as it kneels.**
- Release the *KNEEL* switch when the bus has lowered enough for the particular customer's need or request (see Page 1), location, curb height, etc. The switch automatically returns to the *HOLD* position.

TO RAISE THE BUS (All buses except Nova 7900 Series)

- Set the *RAMP/KNEEL* power switch to *POWER.* (New Flyer bus only: The New Flyer bus does not require the Operator to separately raise the bus. It raises automatically when the doors close. Nova buses must be raised by the Operator before the brakes will release and the accelerator becomes active.)
- *Momentarily* press the *KNEEL* switch to the *RAISE* position, then release it.
  - The bus will raise to its normal operating height (with or without the front doors closed).
  - If the bus is not level, raise or lower it to correct the situation.
- On Nova buses only: When the ramp is fully stowed and the bus is raised, return the *RAMP/KNEEL* power switch to the *OFF* position.
- Close the front doors, place the shift selector in drive (D), release the service brake and proceed.

TO DEPLOY THE RAMP (All buses except Nova 7900 Series)

Note: The ramp must not be deployed in a curb cut or directly in front of a bus shelter.

- Place the shift selector in Neutral (N) and apply the parking brake.
  - On Nova buses only, set the *RAMP/KNEEL* power switch to *POWER.*
- Raise/lower the bus appropriately.
- Hold the *RAMP* switch in the *DEPLOY* position until the ramp is fully extended and resting on the curb/ground. Release the *RAMP* switch. It automatically returns to the neutral, center position.
- Board/alight the ramp customer(s).

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Publication Number: 8122 (07-30-17)	Page 3 of 7
Title: Kneeling and Ramp Operation	

Note: When the ramp is deployed, the kneeling feature is disabled until the ramp is stowed.

TO STOW THE RAMP (All buses except Nova 7900 Series)

- Hold the *RAMP* switch in the *STOW* position until the ramp is fully stowed and level with the bus floor.
  - If the ramp is not fully stowed, the brake/accelerator interlock will not disengage and the bus will not move.
- Release the RAMP switch. It automatically returns to the neutral, center position. (Nova buses only: Return the *RAMP/KNEEL* power switch to *OFF.*)
- Close the front doors, place the shift selector in drive (D), release the parking brake and proceed.

HIGH BUOY FUNCTION (Nova Series 7900 buses only)

Nova Series 7900 buses allow Operators to raise the bus higher than the normal ride height when needed. This allows for proper height adjustment and ramp deployment for different height curbs and at Loop Link platforms.

To **raise** the bus from the normal ride height to the High Buoy (highest) position, **momentarily** push the kneeling switch up. The bus will rise an additional 3 inches to its highest position.

To **lower** the bus to normal ride height from the High Buoy position, **hold** the kneeling switch down to lower the bus back down to its normal ride height. If the switch is not held down continuously, the bus will stop lowering when the switch is released.

Boarding/Alighting with Ramp Deployment at a Standard Street Curb (Nova 7900 Series)

1. Kneel the bus to curb height.
2. Alight all customers except those who are using a wheelchair or an assistive mobility device (e.g. a walker), or who have requested to use the ramp.
3. Make the appropriate ramp deployment announcement to customers waiting to board.
4. Deploy the ramp.
5. Alight any customers using a wheelchair or assistive mobility device or who request to use the ramp.
6. Board any customers using a wheelchair or assistive mobility device or who request to use the ramp.
7. Stow the ramp and board the remaining customers.
8. Close the doors.
9. Raise the bus to normal ride height by momentarily pushing the kneeling switch up, or by placing the Door Controller in position 1 (front door closed, rear door disabled) as shown in Figure 1 on page 4.
10. Proceed.

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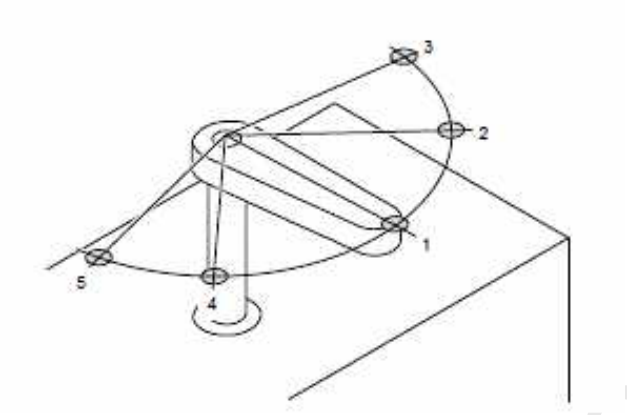
Title: Kneeling and Ramp Operation	



Door Controller Positions

1. Front door closed, rear door disabled.
2. Front door open, rear door disabled.
3. Front door open, rear door enabled.
4. Front door closed, rear door disabled.
5. Front door open, rear door enabled. (Same as 3.)

Figure 1

Boarding/Alighting with Ramp Deployment at a Loop Link Platform or High Street Curb (Nova 7900 Series)

1. Raise the bus to High Buoy position.
2. Alight all customers except for those who are using a wheelchair or an assistive mobility device, or who have requested to use the ramp.
3. Make the appropriate ramp deployment announcement to customers waiting to board.
4. Deploy the ramp.
5. Alight any customers using a wheelchair or assistive mobility device, or who request to use the ramp.
6. Board any customers using a wheelchair, assistive mobility device or who want to use the ramp.
7. Stow the ramp and board the remaining customers.
8. Close the doors.
9. Lower the bus to normal ride height by holding the kneeling switch down, or by placing the Door Controller in position 1 (front door closed, rear door disabled) as shown in Figure 1 above.
10. Proceed.

Under certain unusual circumstances, the bus can be raised with the ramp deployed. The ramp will rise with the bus but will remain suspended above the ground. Announce to waiting customers to stand clear of the ramp. Raise the bus to the desired height and press the ramp DEPLOY switch again to lower the ramp the rest of the way down.

Note: Despite their good intentions, do not allow customers to assist with manual deployment of the ramp.

If the dash ramp controls do not work, customers requesting use of the ramp must <u>not</u> be told the ramp is "broken." The ramp must be deployed/stowed manually.

- **Report the defect using the CleverDevices Transit Control Head (TCH).**
- **Complete a CTA Form 4946 *Defective Bus Card.***
  (Refer to SOP 8048 *Form Reports: Defective Bus*.)

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MANUAL RAMP DEPLOYMENT AND STOWAGE

Use the following procedures to manually operate the ramp.

To Manually Deploy the Ramp

- Place the bus in Neutral (N) and apply the parking brake.
- Be sure the front doors are fully open.
- Locate the pull strap at the corner of the ramp nearest the farebox. (See **Nova Series 7900 Ramp Release Lever**, page 7.)
- Stand, *not on the ramp*, facing the front doors.
- Bend at your knees and grasp the strap with your left hand.
- Pull up on the strap to raise the ramp enough to place both hands under the ramp edge (Figure 2).
- Gently lift the end of the ramp, using both hands. Bend at your knees and lift with your legs, not with your back.
- Continue gently pulling up on the ramp. (You may encounter some resistance when raising the ramp.)
- Using both hands, slowly raise the ramp to slightly beyond the upright position, then let it fall. It will slowly descend to the ground (Figures 3, 4).

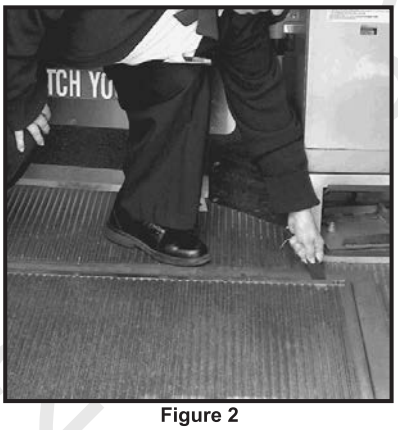

Figure 2

Figure 3

Figure 4

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Title: Kneeling and Ramp Operation	

To Manually Stow the Ramp

- Using the pull strap, start to lift the ramp off the ground.
- Using both hands, slowly lift the ramp. You may encounter some resistance when raising the ramp. Again, bend at your knees and lift with your legs, not with your back (Figure 5).

Figure 5

- Slowly raise the ramp to a little beyond an upright position, then let it go and it will slowly descend back into the bus into the stowed position. (See Figures 6 and 7.)

Figure 6

CAUTION

Do not use your hands or feet to forcibly push or pull the ramp into place.

Notify the Control Center if you need assistance.

Figure 7

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Title: Kneeling and Ramp Operation	

Nova Series 7900 Ramp Release Lever

Nova Series 7900 buses have a lever securing the ramp in the stowed position. To raise the lever to deploy the ramp manually, use the ramp tool provided (Figure 7). The ramp tool is stored in the map box (Figure 8).

Insert the hooked end into the slot in the lever (hook opening facing the front doors) and pull the lever upward, as shown in Figure 9. This will raise the ramp about one inch (Figure 10), allowing the Operator to insert their fingers under the edge of the ramp to lift it manually.

When manually stowing the ramp, be sure to step on the ramp when it has completely lowered inside the bus to ensure the ramp and lever are flush with the bus floor.

Figure 7

Figure 8

Figure 9

Figure 10

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment, and personal safety in the performance of these procedures.

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R10 FOIA 2025813

SOP 7035 Fire Protection, Bus

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **7035 (08-28-22)**	**Page 1 of 3**

Title: **Responding to Bus Fires**

Issued to: All Bus System Employees

Approved by: Chief Transit Officer

Supersedes: Fire Protection, Bus, 7035 (08-09-15)

INTRODUCTION

At the first sign of fire on a bus (including alarm or dashboard indication), **customer safety must be your first consideration**. Make every effort to prevent customers from panicking.

RESPONDING TO A FIRE

- Stop and curb the bus at a safe location, if possible.
- Place the shift selector in NEUTRAL (N) gear.
- Apply the parking brake.
- Shut off the engine (diesel bus) or electric motor (electric bus) and do not attempt to restart the bus. On an electric bus, the vehicle master disconnect switch should be turned to the "OFF" position, if possible and safe to do so.
- Open all doors and announce, *"Attention customers: this bus is out of service. All customers must leave the bus immediately from the nearest exit. Leave large belongings such as carts or folded bicycles on the bus. Please watch your step and be aware of traffic as you move away from the bus.*" **If an explosive device is suspected, add "do not use your cell phones" to the announcement.**
- Evacuate customers and direct them to a place of safety. Assist customers in alighting as necessary or requested.
- Notify the Control Center and follow the Controller's instructions.
- If a customer is using a mobility device (wheelchair, scooter, motorized wheelchair, etc.) or service animal, notify the Control Center using the 10-43 code and follow instructions.
  - Ask the customer how you may assist. Follow the customer's directions.
    - If possible, use the ramp to evacuate the customer and their mobility device.
    - If the ramp cannot be used, the customer may request assistance with leaving the bus and having their mobility device removed from the bus. For example, the customer may ask you to pick up the customer and/or their device and carry them off the bus.
  - Release all securement devices as necessary.
  - If necessary, request that customers without disabilities assist.

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- Every effort should be made, consistent with safety, to evacuate any service animals. Do not be surprised if you receive extreme resistance if it becomes necessary to leave a service animal.
- Mobility aids should be left behind in extreme emergencies **ONLY**, for example, if bringing them will impair customer safety. The Bus Operator must attempt to obtain the customer's contact information for coordinating retrieval of the device.
- See SOP 8005 *Assisting Seniors and Customers with Disabilities on the Bus System* for more on customers with disabilities.

- Keep bystanders clear of the bus. Do not allow smoking or open flame near the bus.

Follow all instructions given by Control Center, Supervisory, police or fire department personnel.

Notify the Control Center

Using the Clever Devices Transit Control Head (TCH), send a Priority Request to Talk (PRTT). If the TCH is not available, contact the Control Center using one of these methods:

- Another bus's TCH.
- A CTA telephone (Call extension 28047.)
- A landline telephone (Dial 1-800-854-8848.)
- A mobile phone (Follow established protocol for mobile phone use.)

USE OF THE FIRE EXTINGUISHER

Conventional diesel buses: The dry chemical extinguisher is used to extinguish all types of fires.

Electric buses: The dry chemical extinguisher may be used to extinguish non-electrical fires and in an emergency, minor low-voltage electrical fires.

Only the fire department may suppress high voltage thermal events.

During the pre-pullout check (see SOP 7008 *Pre-Pullout Systems Check – Bus*), or during on-street reliefs, ensure that:

- The fire extinguisher is secured behind the Operator's seat (diesel buses) or in the curbside wheel well (electric buses).
- The fire extinguisher's ring pin is secured with a plastic seal.

If the extinguisher or seal is missing or broken, replace the fire extinguisher **before** pulling out. If the extinguisher is found to be missing or unusable during an on-street relief, immediately notify the Controller to request a replacement. Note the incident on CTA Form 3545 *Bus Operator's Daily Report* in the "Condition of Bus" section.

WARNING: *Use caution when opening the rear compartment door (to the engine or high-voltage junction box) to check for fire. A sudden increase in fresh air can result in a greater risk of fire.*

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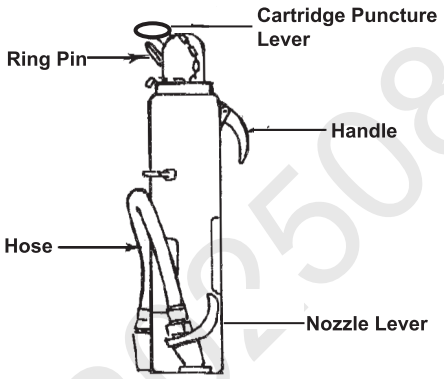
Title: Responding to Bus Fires	

1. Brace the extinguisher on the ground or other solid surface.
2. Pull the *ring pin* out (breaking the plastic seal).
3. Push the *cartridge puncture lever* down hard until the cartridge is punctured (indicated by the sound of escaping gas).
4. Hold the extinguisher upright by the *handle*.
5. Grasp the nozzle on the end of the *hose*.
6. Squeeze the *nozzle lever* and direct the discharge at the base of the fire, rapidly sweeping the entire area of fire using a side- to-side motion.



REPORTING USE OF THE FIRE EXTINGUISHER

Operators must report used fire extinguishers to the Controller. The used fire extinguisher must be placed on the Operator's seat after pulling in, and the incident must be recorded on CTA Form 3545 *Bus Operator's Daily Report* in the "Condition of Bus" section. Report to the Manager at the end of the day and complete appropriate reports.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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SOP 8110 Emergency Evacuation of a Bus

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **8110 (08-28-22)**	**Page 1 of 4**

Title:	**Emergency Evacuation of Bus**
Issued to:	Bus Operator, Bus Service Supervisor
Approved by:	Chief Transit Officer
Supersedes:	Emergency Evacuation of Bus, 8110 (08-09-15)

INTRODUCTION

An evacuation is the organized departure of all customers, employees and, if applicable and possible, customers' service animals from a bus due to a safety risk. During any evacuation, CTA personnel at the scene must make every effort to stay calm and to assist customers. Every effort should be made to prevent customers from leaving the bus while it is moving. **Above all else, remain calm.**

In an emergency, Bus Operators assist customers with disabilities and notify emergency responders of customers who need assistance. Fire department personnel regularly train and practice evacuations of CTA vehicles and at CTA facilities. This training emphasizes the importance of keeping people together with their assistive devices, such as a cane, or with their service animal. However, in rare emergencies, an emergency responder may not be able to evacuate a wheelchair or other motorized device. Every effort should be made, consistent with safety, to evacuate any service animals.

WHEN TO EVACUATE

- When there is smoke or fire aboard the bus.
- When an unattended item or suspicious package is found aboard the bus that emits an odor, liquid, smoke or sound, heat or cold, or a liquid or powdery substance.
- When a pungent odor produces coughing, breathing difficulty, nausea or eye irritation.
- Small animals appear to be suddenly ill and dying in the immediate vicinity.
- When two or more customers suddenly fall, faint, suffer seizures, nose bleeds or experience breathing difficulty without any obvious cause.
- When directed to evacuate by the Control Center.
- When, in your judgment, staying aboard the bus would expose you and the customers to a serious hazard.

INCIDENT COMMANDER DESIGNATION

As the first employee at the scene, the Bus Operator will be acknowledged as the Incident Commander (IC) until the Control Center acknowledges another individual at the scene as the IC. The CTA IC must remain at the scene, maintain communication with the Control Center and

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Publication number: 8110 (08-28-22)	Page 2 of 4
Title: Emergency Evacuation of Bus	

provide assistance to emergency responders. Refer to SOP 8191 *CTA Incident Command/Unified Command* for specific IC duties and responsibilities.

If the Incident Commander is not the Bus Operator, the Bus Operator should provide the IC with frequent updates regarding conditions on the bus and the condition of the customers.

EVACUATING THE BUS AND COMMUNICATING THE EVACUATION PLAN

- Stop and curb the bus at a safe location, if possible.
- Place the shift selector in NEUTRAL (*N*) gear.
- Apply the parking brake.
- ***Shut off the engine and do not attempt to restart the bus.***
- Open all doors and announce, "*Attention Customers: this bus is out of service. All customers must leave the bus immediately from the nearest exit. Leave large belongings such as carts or folded bicycles on the bus. Please watch your step and be aware of traffic as you move away from the bus.*" **If an explosive device is suspected, add "do not use your cell phones" to the announcement.**
- Evacuate customers and direct them to a place of safety. Assist customers in alighting as necessary or requested.
- If the emergency requires immediate evacuation and direct communication with the Control Center is not possible, contact the Control Center after the evacuation as soon as it is safe to do so.
- After a decision has been made to evacuate, the Operator must communicate with the Control Center as quickly as possible.
  - ***If an explosive device is suspected do not use the TCH or radio aboard the bus.*** To contact the Control Center, use the TCH or radio on another bus at least 300 feet away, or use a landline telephone.
    - **Do not use any cell phones aboard the bus.**
    - **Remind customers not to use their cell phones.**
    - ***Move at least 300 feet away from the bus before making a two-way radio or cell phone call.***
  - If communication needs to be discreet, use the silent alarm only if an explosive device is **not** suspected.
  - After evacuation, contact the Control Center using:
    - Another bus's Transit Control Head (TCH).
    - A landline telephone, 1-800-854-8848.
    - A cell phone (Follow established protocol for using a cell phone.)
  - While speaking to the Controller, communicate the following:
    - Nature of the problem.

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- Actual or estimated number of customers evacuated.
- Condition of customers (e.g., injuries, calm/panic).
- Whether any customers require special assistance and a description of the conditions that necessitate special assistance.
- Environmental conditions.
- Arrival of emergency responders and identifying information for any police officers.
- Any information known about customers transported to hospital, including ambulance number, time of arrival at hospital, hospital location and the condition of the customer.

- If communicating with the Control Center from another bus, ask the Controller whether that bus should wait for a reply from the Controller or continue in service.
- Do not re-board the bus.
- Do not allow smoking or open flames near the bus.
- In case of fire, use the fire extinguisher stored behind the Operator's seat; follow standard operating procedures. (Refer to SOP 7035 *Responding to Bus Fires*.)
- Report to the Manager at the end of the day and complete appropriate reports at the direction of the Manager.

EVACUATING A CUSTOMER WHO USES A MOBILITY DEVICE

- Assist customers as needed and requested.
- Whenever a customer using a mobility device (wheelchair, scooter, motorized wheelchair, etc.) must be evacuated, notify the Control Center using the 10-43 code. Follow instructions from the Controller and emergency responders, if applicable.
  - Ask the customer how you may assist. Follow the customer's directions.
    - If possible, use the ramp to evacuate the customer and their mobility device.
    - If the ramp cannot be used, the customer may request assistance with leaving the bus and having their mobility device removed from the bus. For example, the customer may ask you to pick up the customer and/or their device and carry them off the bus.
  - Release all securement devices as necessary.
  - If necessary, request that customers without disabilities assist.
  - Every effort should be made, consistent with safety, to evacuate any service animals. Do not be surprised if you receive extreme resistance if it becomes necessary to leave a service animal.
  - Mobility aids should be left behind in extreme emergencies **ONLY**, for example, a fire or if bringing them will impair customer safety. The Bus Operator must attempt to obtain the customer's contact information for coordinating retrieval of the device.
- See SOP 8005 *Assisting Seniors and Customers with Disabilities on the Bus System* for more on customers with disabilities.

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Title: Emergency Evacuation of Bus	

Follow all instructions given by Control Center, Supervisory, police or fire department personnel.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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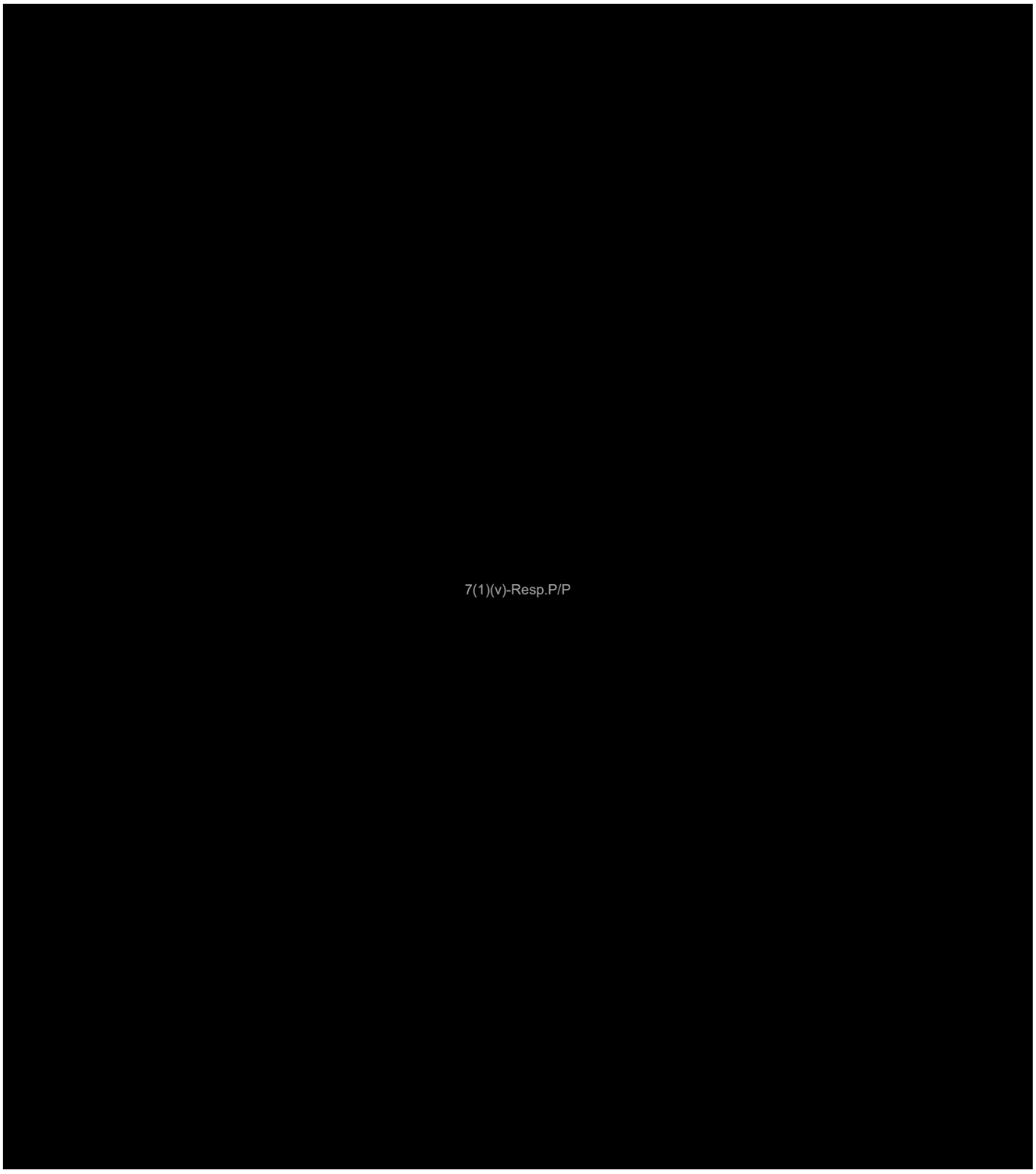
SOP 8191 CTA Incident Command/Unified Command



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SOP 8031 Observation of Weapons

	Transit Operations Standard Operating Procedure	Publication Number: 8031 (02-28-16)	Page 1 of 3

Title: **Observation of Weapons**

Issued to: All Operations Personnel

Approved by: Robert L. Smith
Chief Transit Officer

Supersedes: 8031 Observation of Weapons (11-18-12)

INTRODUCTION

If an employee observes another employee, customer, contractor or any non-law enforcement person on CTA property in possession of a weapon, he or she must immediately notify his or her manager and the Control Center (C/PC) and follow the instructions given. Weapons are any type of device that is usually used to inflict physical harm. A weapon could also include any object that could be reasonably believed to pose a risk in connection with a violent act or threat. These include, but are not limited to, firearms, razors, razor blades, box cutters, screwdrivers and knives. *Small pocket or utility knives, nail files, letter openers or other such items are not usually considered weapons, unless they are actually being used as such.*

Note: If a weapon is found which could pose a risk, contact C/PC for police assistance. ***Do not move or remove the item. Secure the area.***

When you believe there is an imminent danger, or if a violent act has occurred or is occurring, immediately contact police by calling 911, then immediately contact C/PC.

CUSTOMER / NON-CTA EMPLOYEE OBSERVED WITH A WEAPON

- Do not let the person with the weapon know that you have seen the weapon.
- Do not approach or get close to the person with the weapon.
- Proceed to a secure location to prevent the person from observing your actions.
- Notify your Manager and the Control Center by radio or telephone and follow all instructions. Provide:

  - A description of the person and the weapon;
  - The location where the observation occurred and where the person is presently located;
  - The location of the weapon on the person's body;
  - The direction in which the person is traveling and his or her mode of travel (on foot, on bicycle, on a bus, etc.);
  - The bus or rail car number.

- When police arrive, follow their instructions.
- Control Center personnel will initiate the appropriate camera view(s) and will keep the police informed of any new developments.

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Publication Number: 8031 (02-28-16)	Page 2 of 3
Title: Observation of Weapons	

CTA EMPLOYEE OBSERVED WITH A WEAPON

If an employee has been reported to have a weapon or is observed with a weapon:

- Do not inform the employee that you are investigating the report of a weapon or that you have observed a weapon.
- Proceed to a secure location to prevent the employee from observing your actions.
- Notify your manager and the Control Center by radio or telephone.
  - Follow all the controller's instructions.
  - Provide the employee's name, badge number, location and a brief description of the weapon, if observed, and the location of the weapon on the person's body.
- Unless directed otherwise, remain in the vicinity to provide further information if requested.
- Notify the appropriate manager to arrange for a relief, if required.
- If police are notified, await their arrival and follow their instructions.
- After police arrive, inform the employee that he or she is being removed from service.
  - Be sure to arrange for a qualified person to assume the duties and responsibilities of the removed employee.

IF NO WEAPON IS OBSERVED

- If, when investigating a report of a weapon observed, you cannot verify the existence of a weapon, notify your Manager and the Control Center. Report that you did not observe a weapon and follow the Controller's instructions. Complete a *RAIL SUPERVISOR'S REPORT,* form *cta 3325.* Note that no weapon was found.

SUPERVISOR RESPONSIBILITIES

If a Customer Service Representative (CSR) or Customer Service Assistant (CSA) is observed with a weapon, after police arrive:

- The CSR/CSA should close out his or her own *DAILY ACTIVITY REPORT - CUSTOMER SERVICE REPRESENTATIVE/CUSTOMER SERVICE ASSISTANT (DAR-CSR/CSA)* if possible. If not possible, or if the CSR or CSA is incapable of doing so, close out the CSR's or CSA's *DAR-CSR/CSA* for him or her.
- Prepare a new, separate *DAR-CSR/CSA* for yourself.
- Remain at the employee's post working on-duty until the relief arrives.
- Upon his or her arrival, instruct the relieving CSR or CSA to sign your *DAR-CSR/CSA*.
- Close out and prepare your *DAR-CSR/CSA* for Courier pick up.
- Complete a *RAIL SUPERVISOR'S REPORT,* form *cta 3325.* Include the following information under "Remarks":
  - How you learned of the weapon (observed, informed by a customer/employee, etc.)
  - A description of the weapon
  - The time the Control Center was notified
  - The time police arrived
  - The time the Transportation Manager was notified
  - Police officers' star and beat numbers
  - Police report number ("RD #"), if applicable
  - Where the CSR or CSA was taken by police
  - The name and badge number of the relieving CSR or CSA
  - The time the relieving CSR or CSA arrived
- Request that rail station video be retrieved and saved as part of the investigative package.

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Title: Observation of Weapons	

BUS OR RAIL SUPERVISOR / MANAGER RESPONSIBILITIES

- If an in-service bus or rail Operator is reported with a weapon, notify the Manager and Control Center, which will request police assistance and will dispatch a Manager and Supervisor to the scene or to intercept the bus or train. Without divulging the reason, the Controller will instruct a bus Operator to discharge his or her customers to the follower and to remain standing or will instruct a rail Operator to unload his or her train, direct customers to exit the station platform, and remain standing.

- Wait for police to arrive. Do not question the Operator nor in any way indicate the true reason for your having been dispatched to the bus or train.

- When police arrive, follow their instructions. Await the results of the police investigation/ interrogation. Keep the Control Center informed of all developments.

- If a weapon is found, police will remove and arrest the Operator.

- In the case of a bus Operator, press the save event button to mark the incident. Notify maintenance personnel to remove the surveillance cameras' hard drive and download the video for the Transportation Manager on duty.

- In the case of a train Operator, obtain the head car number of the train. Request that the Controller arrange for rail station video and on-board train video be retrieved and saved as part of the investigative package.

- Arrange for the return of the bus to the garage. If the Supervisor's car must be left at the scene, make arrangements for its return, as well.

- In the case of a rapid transit Operator, the Rail Supervisor will operate the affected train back to the terminal.

- In either case, bus or rail Operator, the Supervisor must complete a *MISCELLANEOUS INCIDENT REPORT* (form *cta 4092*). The Manager must complete a *SPECIAL OCCURENCE REPORT* (form *cta 3410*). Both reports must include:

  - A summary of the incident
  - A description of the weapon
  - The times at which the Supervisor and Manager arrived on the scene
  - The time police arrived.
  - Police officers' star an beat numbers
  - Police report number ("RD#")
  - Court date(s)
  - Where the Operator was taken by the police
  - The number, names and contact information of any witnesses

- Upon release from custody, the Operator must be sure to report to the Transportation Manager on duty at the time of release.

  - A bus Operator must, at that time, complete the *BUS OPERATOR'S DAILY REPORT* (form *cta 3545*) and the *MISCELLANEOUS INCIDENT REPORT* (form *cta 4092*).
  - A rail Operator must complete the *RAIL OPERATOR'S TRIP SHEET* (form *cta #175.08*) and the *MISCELLANEOUS INCIDENT REPORT* (form *cta 4092*).

- The person reporting the incident must complete a *REPORT TO MANAGER* (form *cta 3785*).

- The bus or rail Operator must inform the Transportation Manager of any change in court date(s).

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SOP 8036 Criminal Incidents on CTA Property

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **8036 (09-15-24)**	**Page 1 of 9**

Title:	**Responding to Criminal Incidents on CTA Property**
Issued to:	All Operations Personnel
Approved by:	Chief Transit Officer
Supersedes:	Bulletin G01-20 Felony Upgrade Initiative; SOP 8024 Holdups of Customer Service Representatives/Customer Service Assistants (04-17-2017); SOP 8036 Criminal Incidents on CTA Property (05-17-2015)

INTRODUCTION

The Cook County State's Attorney's Office prosecutes individuals who break the law while on Authority property. CTA supports those efforts to help ensure safety of CTA employees and customers, and encourages employees involved to cooperate with police and the State's Attorney to bring offenders to justice. The State relies on the cooperation of witnesses, including CTA employees who are the victims of crime at work, to prove a case. Supervisory and managerial employees may be *required* to sign certain legal documents on behalf of the CTA.

EMPLOYEE WHO WITNESSES A CRIME ON CTA PROPERTY

Whenever criminal activity is observed, CTA personnel are required to immediately notify the Control Center and request instructions and assistance. Bus Operators should use the Transit Control Head (TCH), or other methods as safety dictates. Refer to SOP 7021 *Reporting Trouble* for additional information.

In all cases, if it is safe to do so, wait for supervisory assistance to arrive.

Complete CTA Form 4092 *Miscellaneous Incident Report* and CTA Form 3053 *Criminal Complaint Card* (both sides). Provide as much of the requested information as possible.

Note: Avoid using the word "assault". Instead **precisely** describe the specific actions as they unfolded in detail *(i.e. "a customer broke a window and glass hit others and myself")*

Incidents on or Near Buses

- Press the Save Event Button on the buses involved to mark and save surveillance video that was being recorded during the incident. If you were not operating the bus at the time, request that the operator do so, or do so yourself, if necessary.
- Distribute courtesy cards to witnesses and request that they be filled out completely, especially witnesses' names, addresses and telephone numbers.
- Collect all completed courtesy cards.
- Submit all required CTA cards and forms to your manager as soon as possible.

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Incidents at a Bus Facility (Garage, Parking Lot, etc.)

- Immediately notify the Control Center and the Manager on duty.
- Provide the Controller with the exact time and location of the incident.
- Distribute courtesy cards to witnesses and request that they be filled out completely, especially witnesses' names, addresses and telephone numbers.
- Collect all completed courtesy cards.
- If the facility has video surveillance capabilities, request that the Manager have the applicable video saved as part of the investigation.
- Submit all required CTA cards and forms to your manager as soon as possible.

Incidents at a Rail Facility (Yards, Stations, Station Platforms, Mezzanines, etc.)

- Immediately request that the Controller notify the CTA Security Department so that surveillance video of the event can be identified and saved.
- Provide the Controller with the exact time and location of the incident.
- Distribute courtesy cards to witnesses and request that they be filled out completely, especially witnesses' names, addresses and telephone numbers.
- Collect all completed courtesy cards.
- Notify your manager as soon as possible.

Incidents on Rail Cars (if you are a passenger on the train)

If you are a passenger on the train, press the intercom button on the rail car where the incident occurred (while it's occurring, if possible) to mark the on-board surveillance recording.

Incidents on Rail Cars (if you are the Operator of the train)

- Immediately upon becoming aware of an incident, notify the Control Center and request assistance.
- Request that the Controller notify the route's Transportation Manager to retrieve and preserve the surveillance video from the train.
- Distribute courtesy cards to witnesses and request that they be filled out completely, especially witnesses' names, addresses and telephone numbers.
- Collect all completed courtesy cards.
- Notify your manager as soon as possible.

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EMPLOYEE WHO IS A VICTIM OF A CRIME ON CTA PROPERTY

If you are the **victim** of a crime while on duty:

- Complete all of the applicable steps listed in Reports and Forms, below.
- When first notifying the Control Center of the incident, request police assistance.
- If you are harmed or are unable to finish your work assignment, ask the Controller (if you are able to do so) to arrange for transportation back to your garage or terminal, or to medical treatment, if necessary.
- Obtain a copy of the police report, if available, or the police Record Department number or suburban equivalent (also referred to as the "RD Number"). Submit the police report with the Miscellaneous Incident Report to your manager.
- If a criminal complaint and an arrest are made (see "Signing the Police Department Criminal Complaint," below), email all reports as soon as possible to the CTA Law Department (criminallaw@transitchicago.com). The Law Department will follow up and provide instructions about court proceedings, appearances, testimony, forms, etc.

UPON ARRIVAL AT THE INCIDENT SITE

- Update the Control Center upon your arrival with the status of the situation and if the offender is still present. Provide and receive continuous updates throughout the duration of the incident.
- If the perpetrator is present and poses a threat to customers or employees,
  - Notify the Control Center again.
  - Locate all station personnel and direct them to seek shelter in a secure location.
  - Observe and report the actions of the perpetrator to the Control Center.
- Determine if the employee requires medical assistance. Arrange for any required assistance if Control has not already done so. If the employee is injured, notify the Terminal Rail Clerk as soon as possible and complete required forms.
- If it becomes apparent, regardless of the employee's assertion, that the employee should be relieved, contact the Route Manager to arrange for a relief.
- Assist in calculating any monetary and property loss.
- Gather the following information and contact the Controller with an update.
  - The time of the incident.
  - Any injury to the employee.
  - Medical assistance required.
    - The ambulance number and time of arrival.
    - The name of the medical facility to which the employee was taken.
  - The time of police arrival.
  - The star badge and beat numbers of responding officers.

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- The police report, or the police Record Department number or suburban equivalent if/when available.
- The amount of loss to CTA including equipment and/or radio.
- Property damage.
- Criminal complaints signed, if any.
- A list and contact information of any witnesses.

- Wait until responders arrive and provide them with information as necessary. Complete any police department paperwork as requested, including signing any criminal complaints.

REPORTS AND FORMS FOR PERSONNEL AND SUPERVISORS

The following reports and forms must be completed, some in addition to those that are normally completed by CSRs, CSAs and Supervisors during their tours of duty. After checking all reports for completeness and accuracy, forward them to the Route Manager.

Supervisors direct the employee to complete:	● CTA Form 3785 *Report to Manager* ● CTA Form 3026 *Agent's Statement of Holdup* ● CTA Form 4092 *Miscellaneous Incident Report* ● CTA Form 7595 *Employee's Report of Injury on Duty*, if applicable If the employee is unable to complete or assist in the completion of the necessary forms, notify the Route Manager and make arrangements for the employee to complete the reports as soon as practical.
The Supervisor/ Manager completes:	● CTA Form 3325 *Rail Supervisor's Report* In "Remarks" include: - A description of the incident. - A description of the offender. - Personal injuries and/or loss to the employee. - The amount of loss to CTA. - Property damage. - All times when the Control Center was notified or updated. - The terminal from which a replacement Refund Card Bank was obtained, if applicable. - The time police arrived. - The star and beat numbers of responding officers. - The police report number, if available. - The number of the responding ambulance and time of arrival, if applicable. - The medical facility to which the employee was taken, if applicable.

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Rail Station Management Personnel:	● Daily Activity Report-CSR/CSA (DAR-CSR/CSA) (CTA Form 3325 *Rail Supervisor's Report* - only if the employee is unable to continue working and is unable to complete their DAR-CSR/CSA before leaving) - Close out the CSR's/CSA's DAR-CSR/CSA for the employee. - Remain at the station, working until relief arrives. - Prepare a separate DAR-CSR/CSA for yourself. - When relief arrives, close out thr DAR-CSR/CSA. The relieving employee must sign the DAR-CSR/CSA and start a new one for themselves. - Prepare the DAR-CSR/CSAs for Courier pickup. - CTA Form 7596 *Supervisor Report of Employee Injury on Duty* (if applicable) - CTA Form 7466 *First Aid Log*(if applicable)

MANAGERS OF EMPLOYEES WHO ARE WITNESSES OR VICTIMS

Incidents on or Near Buses

- Complete CTA Form 220.52 *Chain of Custody* (CC) to request retrieval of the incident video from the vehicle(s).
  - Email a copy of the CC form to all appropriate Maintenance Manager(s), who will then remove the requested computer hard drive(s) from the on-board surveillance equipment.
  - Submit a copy of the CC form to the Video Surveillance Technician who will copy the desired video and provide copies to the requesting manager and to the CTA Security and Claims Departments.
- Submit all forms and pertinent materials from the Operator(s) and witness(es) to the CTA Security and Claims departments.

Incidents at a Bus Facility

- Immediately notify the Control Center and the Chicago Police Department.
- If surveillance video is available, complete a *Chain of Custody* form to request retrieval of the incident video.
  - Email a copy of the CC form to all appropriate garage Maintenance Manager(s), who will then remove the requested computer hard drive(s) from the surveillance equipment.
  - Submit a copy of the CC form to the Video Surveillance Technician who will copy the desired video and provide copies to the requesting manager and to the CTA Security and Claims Departments.
- Submit all forms and pertinent materials from the employee(s) and witness(es) to the CTA Security and Claims Departments.

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Incidents at a Rail Facility (Stations, Platforms, Mezzanines, Entrances, etc,)

- If the employee has not already done so, request that the CTA Security Department identify and save all applicable video of the event and that they forward copies to the CTA Claims Department.
- Submit all forms and pertinent materials from the employee(s) and witness(es) to the CTA Claims Department.

Incident on a Rail Car

- Complete a *Chain of Custody* (*CC*) form to request retrieval of the incident video from the vehicle(s).
- Email a copy of the *CC* form to all appropriate Maintenance Managers, who will then remove the requested computer hard drive(s) from the surveillance equipment.
- Submit a copy of the *CC* form to the Video Surveillance Technician who will copy the desired video from the hard drive(s) and provide copies to the requesting manager and to the CTA Security and Claims Departments.
- If surveillance video from a station or platform could show the crime, request that the CTA Security Department identify and save all applicable video of the event as part of the investigation.
- Submit all forms and pertinent materials from the employee(s) and witness(es) to the CTA Security and Claims Departments.

SIGNING THE POLICE DEPARTMENT CRIMINAL COMPLAINT

The CTA employee who witnessed or was the victim of a criminal incident while on duty or on Authority property should sign the criminal complaint, if able. If they are unable to sign, another person, such as a supervisory employee, may sign the complaint on behalf of the victim.

Responsibilities of the Employee Who Is the Victim of a Crime

If you are the victim of a crime while on duty or while on CTA property, and a criminal complaint and an arrest are made, ***you*** should sign the criminal complaint.

Forward copies of the signed complaint, police report (or if the report is not yet available, its RD Number), court date and court branch (if available) and all other reports and forms as soon as possible to the CTA Law Department. Do so via email at criminallaw@transitchicago.com so the Law Department can begin to assist in the prosecution of the offender(s).

As the victim of the crime, you must appear in court in order for the case to be prosecuted. The Law Department will send an *Employee Order* to your garage/terminal to notify you that you must appear in court on a certain date. If you are notified to appear in courrt but have not received an *Employee Order* from the Law Department within a week of the court date, immediately notify the Law Department.

Responsibilities of the Supervisory Employee Sent to the Scene of a Crime Against a CTA Employee

If the employee was harmed or is unable to finish his/her work assignment and has not already done so, contact the Control Center to arrange for transportation for the employee back to the

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garage or terminal or for medical treatment, as necessary.

If the Controller instructs you to do so, report to the police station of the offender's detention to sign the criminal complaint on behalf of the CTA.

- Provide the Control Center with all necessary/pertinent information.
- Arrange for transportation to and from the police station with the Control Center, if necessary.
- Upon arrival at the police station, contact the officer(s) in charge and sign the complaint as directed.
- If you are asked to supply the complainant's information, such as name, address and phone number, provide the following:

  Chicago Transit Authority
  567 W. Lake St.
  Chicago, IL 60661-1498
  312-664-7200

- Obtain a copy of the police report if it is ready. If the actual report is not immediately available. at a minimum obtain the RD Number. If given a court date and court branch, include this information in the "Remarks" section of the *Criminal Complaint Card* and in the *Miscellaneous Incident Report*. The CTA strongly encourages employees to cooperate with law enforcement.

If the victim or complaining witness to a crime does not appear in court, the case may be dismissed.

HOLDUPS AND ASSAULTS OF CSRs/CSAs

When the Control Center is notified of a holdup or assault of a Customer Service Representative (CSR), Customer Service Assistant (CSA) or a security officer, a Supervisor or Manager will be immediately dispatched to the station where the incident occurred.

The following procedures are to be performed by the Supervisor or Manager:

Before Going to the Station

Communicate with the Control Center. Determine:

- If the CSR or CSA is able to continue working.
- If emergency services have been dispatched to the location.
- If the CSR or CSA has been taken to a medical facility.
- If the offender is still at the location.
- Request that pertinent surveillance video be retrieved and preserved.

- If the CSR or CSA is unable to continue working, contact the Route Manager to arrange for a relief CSR or CSA to report as soon as possible
- If the Refund Card Bank has been stolen, inform Control and request that an additional Supervisor be dispatched to the terminal to obtain a replacement bank and to then deliver it to

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the CSR.

FELONY UPGRADE

As public transportation workers, CTA employees have a protected legal status. The State's Attorney's Office, **at its discretion**, may approve felony charges of aggravated battery against a CTA employee, following a police investigation. Battery is an intentional, unwanted touching of another without legal justification that either causes bodily harm or involves contact of an insulting or provoking nature. Common examples of battery include: when the offender punches, hits, kicks, pushes, slaps, intentionally spits on, or throws any object at an employee that makes contact with the employee's person.

Differences Between Felony and Misdemeanor Battery Charges
Simple battery is a misdemeanor, punishable up to 364 days in jail. Aggravated battery of a transit employee is a felony, punishable up to 2-5 years in the Illinois Department of Corrections. The Illinois Criminal Code identifies crimes as either a felony or a misdemeanor.

Additionally, felony charges require greater participation from the victim in the criminal justice process than misdemeanor charges. An employee initiates misdemeanor charges when they sign a complaint. A felony, however, requires a thorough investigation by law enforcement who present the case to the State's Attorney. The investigation may require further cooperation by the employee, for example, by providing additional statements of what happened to the police and/or State's Attorney and helping police identify the offender. The State's Attorney may, in its discretion, approve or reject felony charges.

Note: For all charges, felony and misdemeanor, the employee must cooperate with the prosecution by appearing in court when required. The Law Department will coordinate with CTA management regarding court appearances.

Following an arrest for battery against a CTA employee, law enforcement, at their discretion, will assign appropriate personnel to an incident based on available police resources and the severity of the offense. That assessment may result in further investigation for felony charges. Felony upgrades of battery, even when committed against a CTA employee or other person with protected status, do not occur automatically and are reserved for cases involving bodily harm to the employee or for particularly egregious conduct.

OBLIGATIONS FOR FELONY CHARGES

Law Enforcement and the State's Attorney:

- Law enforcement, in its discretion, assigns a detective to investigate the incident.
- Detectives present the investigatory results to the States's Attorney, who then decides whether to approve a felony charge.

The Victim (CTA Employee):

- Promptly cooperate with law enforcement during all stages of the felony investigation.

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- Arrive on-time for interview(s) requested by the investigating detective. Interviews may take place at the police station on the same day of the incident or the next day.
- Interviews will generally include:
  - Providing a statement to the detectives and state's attorney (sometimes video recorded); and
  - Reviewing a live or photo line-up.
- Appear at the proper location for all trial dates where the victim's testimony is necessary.
- Cooperate with law enforcement, including providing in-court testimony. Without the victim's testimony, it is unlikely the State can prove its criminal case.
- The employee's supervisor will approve any time-off needed to participate in the felony investigation and trial process.

PROCESSING CRIMINAL COMPLAINTS

Whether you are the victim or are acting on behalf of the Authority:

- Upon your return to your work location, immediately submit all completed Criminal Complaint Cards, completed Courtesy Cards and the police report (or RD Number) to your manager, along with all other written reports required by the incident and/or your department.
- If you are the victim of a crime and are directly notified by the police or the State's Attorney's Office to appear in court, immediately notify the Law Department.
- Email criminallaw@transitchicago.com and the CTA Law Department will provide further instructions as necessary.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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SOP 8087 Being Held Captive

cta	Transit Operations Standard Operating Procedure	Publication Number: 8087 (01-24-16)	Page 1 of 2

Title: **Being Held Captive**

Issued to: All employees

Approved by: Robert L. Smith
Chief Transit Officer

Supersedes: Being Held Captive, 8087 (07-31-11)

Introduction

The possibility of employees and/or customers being held captive for the purpose of hijacking, kidnapping, robbery or other criminal activity must be taken seriously. In the unlikely event that this occurs, personnel must be prepared to deal professionally with the situation. Because an employee is seen as an "authority figure," offenders will more than likely prefer to communicate with the authority figure, rather than with customers. For personal protection and for the security of customers, read and periodically review the guidelines below:

Don't be a hero.

- Remain calm! Accept the situation and be cooperative.
- Don't threaten or argue with the offender(s) or other victims.
- When safe to do so, ***discreetly*** alert authorities by any means possible, including by activating the silent alarm or by calling 911. On buses, also press the *SAVE* button to mark the surveillance recordings for future analysis.

Follow the offender's instructions.

- The longer you and the offender(s) are together, the less likely it is that you will be harmed.
- The first 15 to 45 minutes are the most dangerous for all.

Speak when spoken to.

- DO NOT PANIC; make no sudden moves.
- Try to be friendly, if possible, but not phony.

If the situation becomes prolonged:

- Try to rest; sit if you can.

Don't give the offender(s) suggestions.

- If something goes wrong, the offender(s) may think you planned it that way.

Try to establish good eye contact.

- The offender(s) may be more trusting and less likely to harm you and our customers.

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- Try to look pleasantly, but directly, into the offenders' eyes when conversing with them.
- ***Do not stare.***
- If you sense that an offender is irritated by your gaze, casually avert your eyes for a moment and try again. When not engaged in conversation, do not constantly watch the offender(s); a vast amount can be observed using your peripheral vision - out of "the corner of your eye".

If an employee becomes the representative of the group of victims:

- Remember to check victims' health conditions.
- Inform the offender(s) if any of the victims require medication or special medical attention.

Carefully observe everything that you see and hear. Collect all information that may be valuable to the authorities. For example, be sure to note:

- the number of offenders
- their descriptions (clothing, hair/eye color, skin, race, other visible features, etc.)
- any conversations; pay particular attention to names mentioned
- weapons

Communication by phone or radio

- Be prepared to answer "yes" or "no" to questions asked by authorities.
- Provide your full attention and cooperation.

Be patient

- Limited contact with you and the authorities may at times seem as if they are doing nothing.
- **Be assured**, that the authorities' primary responsibility is to rescue employees and customers unharmed. As behind-the-scenes rescue efforts unfold, the authorities will do everything they can to arrange for the **safe** release of victims in the shortest possible time.

Cooperate Fully with First Responders.

Handling the Media

- Be aware of the media's presence. Communicate discreetly *only* with authorized personnel, e.g., CTA officials and first responders.

Refer the media to the Authority's Communications Department.

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SOP 8090 Communication During and Following a Criminal Incident

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **8090 (03-31-24)**	**Page 1 of 3**

Title:	**Communicating During and Following a Criminal Incident**
Issued to:	All Rail Operating Personnel and all Bus Operating Personnel
Approved by:	Chief Transit Officer
Supersedes:	SOP Communication During and Following a Criminal Incident, 8090 (05-17-15)

INTRODUCTION

During criminal incidents it may become necessary to communicate with the Control Center, police departments or other authorities. Prompt, professional and concise communications can help ensure a safe outcome for CTA personnel and customers. The following guidelines will help protect personnel and customers whenever it is necessary to communicate during and following a criminal incident. Refer also to SOP 8087 *Being Held Captive* for guidelines on how to act when being forcefully detained by an armed assailant.

AT THE SCENE OF THE INCIDENT

Remain at the location unless instructed to move by the Controller, Supervisor, another person in authority such as CTA officials or first responders, or by the offender; or if you must move immediately for your own safety.

DURING AN INCIDENT

Communication with the Offender

- Remain calm.
- Do not make sudden moves.
- Do not threaten or argue with the offender.
- Use your best judgment to avoid engaging with the offender if it is not safe to do so.

Communication with Customers

- Do not discuss the incident with customers.
- If you are questioned, respond briefly in a professional manner that does not cause concern.
- If safe to do so, direct customers away from the area of the incident.

Communication with the Control Center and/or Authorities

- If you have access to a silent alarm or surveillance camera and the situation warrants its use, activate the device during the incident when it is safe to do so.

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Title: Communicating During and Following a Criminal Incident	

- Observe as many details of the offender as possible to share a detailed description with the Controller.

Role	Instructions
Bus Operators	Send a PRTT (Priority Request to Talk) via the Clever Devices TCH (Transit Control Head) on the bus. If the TCH is inoperable, use the TCH on another bus, speak to the Controller via the radio handset, or telephone the Control Center at 1-800-854-8848. If no other means of communication is available, dial 911 following established protocol for cellphone use.
CSRs and CSAs	Call the Controller via the kiosk phone, if available. If no operable phone is available, use the two-way radio.
Rapid Transit Operators	Call the Controller via the two-way radio or a CTA-issued emergency cell phone. In the subway, emergency subway phones (described in SOP 7040 *Subway Features*) may be used.

FOLLOWING AN INCIDENT

After the Offender Leaves

- Notify the Controller and await the arrival of the police and/or a Supervisor. Advise the Controller if you immediately called 911.
- Remain at the location unless instructed to move by the Controller, Supervisor, another person of authority such as CTA officials or first responders, or if the location is unsafe.
- Do not touch or move anything left by the offender. The area must be treated as a crime scene.
- Assemble all pertinent information such as descriptions of offenders, badge numbers of responding police officers and any associated police report numbers (for example, RD# in Chicago or the suburban equivalent case number).

Communication with Customers

- Make appropriate announcements as needed.
- Distribute and collect CTA Form 3701 Courtesy Cards from customers who were on board or from other people who witnessed the incident.

When the Police Arrive

- Call the Controller upon the arrival of the police and/or a Supervisor.
- Note the time of arrival.
- Obtain the beat and star numbers of the responding police officers.
- Answer any questions asked by authorized personnel.

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Title: Communicating During and Following a Criminal Incident	

REPORTS AND FORMS

Complete the proper form(s) when applicable and appropriate:

- Miscellaneous Incident Report (CTA Form 4092)
- Criminal Complaint Card (CTA Form 3053)
- Courtesy Card (CTA Form 3701)
- Offender Description Card (CTA Form 3115)
- Report To Manager (CTA Form 3785)

MEDIA INQUIRIES

Be aware of the media's presence. Communicate discreetly *only* with authorized personnel, e.g., CTA officials and first responders.

Refer all media inquiries to a Supervisor, Manager or CTA Media Relations.

Be aware of your actions and behavior. Customers and/or unidentified media representatives may be using digital recording devices.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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SOP 8193 Bus System Hazardous Material Incident

cta	**Transit Operations** **Standard Operating Procedure**	**Publication Number:** **8193 (01-24-16)**	**Page 1 of 4**

Title: **Bus System Hazardous Material Incident**

Issued to: All Employees

Approved by: Robert L. Smith
Chief Transit Officer

Supercedes: Bus System Hazardous Material Incident, 8193 (04-08-12)

INTRODUCTION

As part of CTA's commitment to providing safe, efficient transit service, all employees shall immediately notify the Control Center whenever they receive the slightest indication that their safety or that of our customers is in jeopardy. In all cases, employees should:

- **Remain calm.**
- Identify the possible threat.
- Contact the Control Center via the Transit Control Head (TCH) of the CleverCAD System.

In addition to reporting any unauthorized people in restricted areas, employees must stay alert for suspicious packages and/or the spill or release of possible hazardous materials.

If any of the following conditions exist, a release of hazardous material may have occurred:

- An unattended or suspicious object or package is found that emits an odor, smoke, vapor cloud, sound, or leaks liquid or a powdery substance.
- A pungent odor produces coughing, difficulty in breathing, nausea or eye irritation.
- Small animals appear to be suddenly ill and dying in the immediate vicinity.
- Two or more people suddenly fall, faint, suffer seizures or nose bleeds, or experience breathing difficulty without any obvious cause such as smoke or vapor.

Follow these additional procedures if a hazardous material release is suspected.

- Direct customers to *SAFE ZONES*. *
- Secure the perimeter of the (suspected or actual) hazardous area to prevent any unauthorized entry. Only personnel who are fully trained, protected and equipped may enter the area.
- Secure the scene and establish control.

SAFE ZONE: An area that has been determined to be free of hazards and is outside the perimeter of a hazardous or suspected hazardous area.

It must be accessible to customers with disabilities.

If practical, it should be upwind (in the direction from which wind is blowing) at least 1,500 feet from any point of danger (approximately 2-1/2 city blocks) or as directed by police and/or fire department personnel.

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Title: Bus System Hazardous Material Incident	

GENERAL EMERGENCY RESPONSE GUIDELINES FOR ALL EMPLOYEES

An attack using a chemical agent will be treated as a crime scene and will involve the police and fire departments and other local, state and federal law enforcement personnel. The accidental or intentional release of chemical, nuclear or biological agents requires that the following procedures be followed.

- Do not touch or move a suspicious object. Avoid additional or secondary contamination.
- Contact the Control Center immediately. **Follow all instructions exactly.**
- Calmly announce to customers that an emergency situation exists. Use only non-alarming language.
- If the release occurs on the bus, direct customers to calmly evacuate the bus. "***There is an ongoing police investigation. Everyone must calmly evacuate the bus immediately."***
- Inform the Controller of any customers with apparent disabilities aboard and offer them assistance.

NOTE: In all cases of evacuation of potentially exposed people, while awaiting assistance use best efforts to keep them together and away from anyone else before, during and after the evacuation,

- Do not allow buses to enter a HOT ZONE. * Personnel must not enter this area unless they are fully trained, protected and equipped.

**** HOT ZONE:** An area that is or is suspected of being contaminated by nuclear, biological or chemical agents*

- Follow all directions given by the fire and/or police department or other agency assuming authority.
- Use best efforts to obtain customers' names, addresses and phone numbers for follow up by government officials. Ask that they wait for police or fire department personnel.
- Buses may only proceed when instructed to do so by supervisory/management personnel, fire or police department personnel or personnel from another agency assuming responsibility.

SPECIFIC RESPONSE GUIDELINES

Any employee aware of a hazardous material incident must immediately notify the Control Center, providing detailed observations. If a bus Operator is unable to use the Transit Control Head (*TCH*) aboard the bus to notify the Control Center, he/she should use any means available to do so, including requesting that customers call 911.

Bus Stop/Route Incident:

- Immediately notify the Control Center.
- Keep bus doors closed and move the bus away from the area as quickly as possible.
- Follow the Controller's instructions exactly.

Bus Facility Incident:

- Immediately notify the Control Center of the potential release of hazardous material.
- Evacuate all persons from the garage and direct them to a SAFE ZONE.

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Title: Bus System Hazardous Material Incident	

- Use best efforts to stop all buses and employees from entering the facility.
- Establish a CTA Incident Commander/Liaison per guidelines in SOP 8191.
- Follow all orders of police and fire department personnel.
- Place affected buses on hold until the Safety Department releases them.

Revenue Bus Incident:

- Immediately notify the Control Center of the potential release of hazardous material.
- The Operator should cover his/her mouth and nose with cloth (a handkerchief, sleeve, etc.) and breathe through the cloth to minimize exposure to the contaminant.
- Stop and secure the bus.
- Turn on emergency flashers.
- Shut off the engine.
- Quickly evacuate customers and wait for assistance. Announce to customers, "***We are experiencing a police condition; all customers must evacuate the bus immediately and wait for the arrival of police or fire department personnel***."
- Direct customers to a SAFE ZONE.

In all cases of evacuation of potentially exposed people, use best efforts to keep them together and away from anyone else before, during and after the evacuation, while awaiting assistance.

- Use best efforts to obtain customers' names, addresses and phone numbers for follow up by government officials. Ask that they wait for police or fire department personnel.
- Follow all orders of the police and/or fire department personnel or other agency assuming authority.
- Place affected buses on hold until the Safety Department releases them.

SPECIFIC EMPLOYEE ROLES AND RESPONSIBILITIES

1. Control Center Manager:

- Immediately contact the 911 Center.
- Pull up images from available cameras in the incident area.
- Coordinate with the CTA Incident Commander/Liaison.
- Notify the Controller of personnel assigned and/or requested, responding units, phone numbers, and radio frequency being used.
- As the CTA Incident Commander/Liaison relays the information, inform the Controller of expected locations of an incident command post, boundaries of the incident scene, staging area, etc.
- Notify the Controller of any changes of command and the status of activities.
- Contact personnel on the CTA bus emergency call list.
- Direct all inquires made by jurisdictional police officials to the CTA's Incident Commander/Liaison.
- Direct all inquires by the news media and the public to the Incident Commander's Public Information Officer.

2. CTA Incident Commander/Liaison:

- Assist with establishing a command post at the incident scene for the designated police department On-Scene Commander and the fire department Incident Commander at the scene.

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Publication Number: 8193 (01-24-16)	Page 4 of 4
Title: Bus System Hazardous Material Incident	

- Establish an outer perimeter *SAFE ZONE* at least 1500 feet from the bus(es).
- Establish a temporary quarantine area for contaminated customers within a secured or cordoned-off area of the established *SAFE ZONE*.
- Assist police and fire department personnel with crowd control/evacuation and establishment of a staging area.
- Control and coordinate all field activities with the fire department Incident Commander on the scene.
- Maintain communications with the Control Center Manager.
- Continue the role of Incident Commander until relieved by CTA personnel of higher authority.
- When/If relieved of Incident Commander authority, both the previous and new Incident Commanders must notify the Control Center, acknowledging the change in command.
- Request additional resources as necessary (e.g., shuttle buses).

3. Bus Controller

- Issue instructions to stop the buses in the affected areas and adjacent intersecting routes.
- Instruct employees on the scene to evacuate customers in a direction away from the contaminated area and to wait for responders.

4. Bus Operator:

- Immediately notify the Controller of any potential release of hazardous material, giving detailed observations.
- Follow all directions given by the police or fire departments or other agency assuming authority.
- Make appropriate announcements.
- Instruct customers when to evacuate the bus.
- Assist all customers during evacuation.
- Verbally warn customers and pedestrians in or near the affected area to stay away.

5. Supervisory/Management Personnel:

- Issue instructions to stop the buses in the affected areas and adjacent intersecting routes.
- Re-route buses approaching the *HOT ZONE*.

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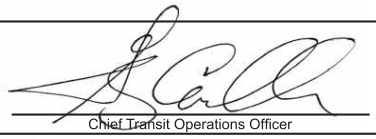
R1067_FOIA_20250813

SOP 8216 Immediate Action Guidelines

cta	**Transit Operations** **General Information**	**Publication Number:** **8216 (07-19-15)**	**Page 1 of 7**

Title: **Immediate Action Guidelines**

Issued to: All Employees

Approved by: 
Chief Transit Operations Officer

Supersedes: Immediate Action Guidelines, 8216 (01-16-05)

INTRODUCTION

Knowing what to do in an emergency is critical for protecting and saving lives and property. Immediate Actions (IAs) are protective measures for potential threats to or attacks on the CTA. IAs are intended to help employees detect, deter or mitigate a potential or actual incident, without confronting a criminal or terrorist or putting anyone's life in (further) danger. They are clear and specific procedures that the employee should use until he can communicate with C/PC and request assistance. If performed immediately, IAs can make a significant difference in the outcome of a life-threatening incident.

Such threats can show themselves in a matter of seconds. And it may take 10 minutes or more for emergency response personnel to arrive at the scene. So employees who make quick and smart observations and assessments followed by immediate action will minimize risks to others.

Operations employees in the field are the most likely to observe suspicious activity, but any CTA employee may encounter potential or actual life-threatening events involving criminal acts or terrorism. Consequently, all employees must understand their responsibilities, be familiar with various types of threats (and their associated IAs) and *be willing to act*.

In general, there are four steps an employee must take when faced with potential threats to transit security. Employees must **recognize** and understand the difference between normal and suspicious or dangerous activity. Through **observation**, employees must quickly gather specific information and **assess** the situation to determine the likelihood that the observed behaviors, activities or items pose a potential or actual threat to lives and/or property. Lastly, given their assessment, employees must **react** to reduce the impact or stop an active threat by taking the appropriate IA.

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Title: Immediate Action Guidelines	

Types of IAs

The following is a list of IAs and their associated employee actions. The abbreviations represent the four general steps that must be taken: Recognize, Observe, Assess and React - ROAR.

RECOGNIZE, OBSERVE, ASSESS AND REACT - ROAR

SUSPICIOUS ACTIVITY IMMEDIATE ACTIONS		
No.	**IA**	**Employee Actions**
1	**Suspicious Activity**	**R** Recognize unusual (out of the ordinary) behavior or actions that may indicate the person may be conducting preliminary activities or preparing for more imminent criminal or terrorist actions. Indications may include nervousness, slyness, aggression, clenched fists, odors, mumbling, sweating, clothes too bulky for weather, disguises, visible wires, note-taking or photographing in non-tourist/non-railfan areas, etc. **O** Get a good physical desciption of the person from head to foot (race, sex, approximate age, height, weight, hair color, clothing, hat, jacket, shirt, pants, shoes). Look for accomplices, vehicles or indications of a weapon. **A** Assess by using your powers of observation. Do not be confrontational. **R** Consider a ruse to reduce a potential threat (e.g. pretend your vehicle has mechanical problems). Contact C/PC; report what caused your suspicion and the results of your observations.
2	**Suspicious Package or Substance**	**R** Recognize suspicious items based on appearance, location and absence of a logical explanation for the item's presence; be ready to give a good description of the item including its placement, location, size, color, shape and other features (protruding wires/fuse, oily stains or leakage, smells, sounds, sprayers, powders, solvents, aerosols, etc.). **O** Look for persons of interest who may be focusing on the package. **A** Assess the situation - determine for yourself if this may be a dangerous situation. **R** Move a safe distance away if possible. **DO NOT TOUCH THE ITEM.** Isolate and secure the area. Contact C/PC; report the item's location and the specific reasons it is suspicious.

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Title: Immediate Action Guidelines	

RECOGNIZE, OBSERVE, ASSESS AND REACT - ROAR

IMMINENT THREAT & ATTACK IMMEDIATE ACTIONS

No.	IA	Employee Actions
3	**Armed Threat *** (* any deadly weapon that can be carried or concealed; e.g. firearm, knife, baseball bat)	**R** Recognize bulges/behaviors indicating the person may be armed. **O** Observe and rapidly gather specific information regarding location, descriptions of involved persons, direction of movement, vehicles involved and any other information thought to be important. Continue observing the person(s) and consider the possibility that there are associates of the person(s) in the area. **A** Assess by using your powers of observation. Do not confront suspects or put yourself in jeopardy by attempting to intervene. **R** Consider a ruse to reduce a potential threat (e.g. pretend your vehicle has mechanical problems). Contact C/PC; report what caused your suspicion and the results of your observations.
4	**Armed Attack ***	**R** Recognize that people are responding to a weapon. **O** Observe and rapidly gather descriptions of involved persons, direction of movement, vehicles involved and any other information thought to be important. Watch out for accomplices or others threatening your escape. **A** Quickly assess the situation using your powers of observation. Do not confront suspects or put yourself, customers or others in jeopardy by attempting to intervene. **R** Perform the Evacuation (EVAC) or Lockdown (Shelter-in-Place) Immediate Action (pg. 7) using your best judgment on which IA provides the best protection. Contact C/PC or police as soon as possible. Prepare for the arrival of responders and to provide additional descriptive information about the attacker(s) and potential injured person(s).
5	**Explosives Threat**	**R** Recognize that time is extremely critical and that no cell phones, 2-way radios, pagers or other 2-way devices should be used within 300 feet. **O** Observe, determine or ask as much of the following within a few seconds: Where the device is located; when it is supposed to explode; what it looks like; type of explosive (pipe/package/car/truck ...); who placed it; why it was placed **A** Assess by using your powers of observation. Make sure you are not at immediate risk from another person. **R** On a *land phone* (**preferably**), contact C/PC or police; determine if an evacuation will be undertaken. If the device is located or an evacuation is ordered, perform an EVAC Immediate Action (pg. 7).

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RECOGNIZE, OBSERVE, ASSESS AND REACT - ROAR

IMMINENT THREAT & ATTACK IMMEDIATE ACTIONS

No.	IA	Employee Actions
6	**Explosives/ Incendiary/ Fire Attack**	**R** Recognize the presence of a suspicious item (protruding wires or fuse, oily stains, leakage, smells, sounds). **O** Watch out for a secondary attack or accomplices threatening your escape. **A** Assess by using your powers of observation. Continue to move away from the affected area, leading all people in the vicinity to safety. **R** Perform EVAC Immediate Action (pg. 7) as soon as possible or appropriate. Do not stop or congregate near an area where other threats may be concealed. **DO NOT TOUCH AFFECTED PERSON(S).** Contact C/PC or police as soon as possible. Prepare for the arrival of responders and to provide additional descriptive information about the attack and locations of potential injured persons.
7	**Chem/Bio Threat**	*If the threat is told to or discovered by an employee, determine or ask as much of the following as possible.* **R** Recognize the potential severity of the risk. **O** Try to locate the device and observe its appearance. Ensure you are not at risk from another person. **A** Assess the situation using your powers of observation and questioning skills. Try to determine when it is supposed to be activated, the type of agent (chemical/ biologiocal/ radiological), who placed it and why. **R** Contact C/PC or police to determine if an evacuation will be undertaken. If the device is located or an evacu ation is ordered, perform an **EVAC** Immediate Action (pg. 7).
8	**Biological Agent Attack**	*If an employee sees someone using a dispersal device or technique, perform the following Immediate Action.* **R** Recognize unusual behaviors/items (sprayers, aerosol dispersal devices, powders sprinkled in populated areas and/or in areas where airflow occurs). **O** Observe the immediate environment, any suspicious person(s) and the suspected means of dispersal. **A** Assess the situation using your powers of observation and questioning skills. Try to determine the type of agent, who placed it and why. **R** Put barriers and distance between the threat and yourself, customers and anyone else in the vicinity. Perform lockdown or EVAC Immediate Action as appropriate; if in a vehicle, do not go near the facility that is reporting the attack. As soon as possible, contact C/PC or polic and follow instructions. When communicating w/authorities, refer to the material as HAZMAT until/unless it is positively identified as biological by responders.

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RECOGNIZE, OBSERVE, ASSESS AND REACT - ROAR

IMMINENT THREAT & ATTACK IMMEDIATE ACTIONS

No.	IA	Employee Actions
9	**Chemical Agent Attack Inside Vehicle or Building (station or other buildings)**	*Chemicals can injure or kill in a matter of seconds. They may be colorless and odorless, so your observations may be the only information you can provde C/PC. Chemical Incident Indicators include the following: two or more people exhibiting similar symptoms, lying down on the ground, nausea, vomiting, sensitive eyes, and tightness of the chest. If such a situation is seen inside a vehicle or facility, implement the following Immediate Actions.* **R** Recognize the signs of a possible chemical attack. **O** Observe people's reactions, the nature of their distress, how widespread the effects are. **A** Assess the situation: where the chemicals are coming from, where the affected vehicle or building is located, whether to remain standing or to move the vehicle to the next planned stopping location, where the next **"safe zone"** is located. **R** If the attack is in a **building**, perform **EVAC** Immediate Action (pg. 7). If the attack is in a **train in a subway** or confined space, notify C/PC immediately and continue on to the next station if at all possible. At that station, implement the **EVAC** Immediate Action (unless advised otherwise by C/PC). At street level, find a safe location to evacuate as soon as possible. On **elevated track**, go to the next available "**safe zone**" (usually the next station) to evacuate. If the attack is in a **bus**, pull over to a location where it is safe to stop and evacuate as soon as possible. On a highway, proceed to the next available "**safe zone**" to evacuate. ***Immediate*** evacuations should only be done as a last resort, e.g., an operator is affected and unable to continue safely operating. In this case, stop wherever necessary to safely perform the EVAC Immediate Action. Leave the area, leading customers and others to safety; do not stop near an area where other threats may be present or concealed. **DO NOT TOUCH AFFECTED PERSONS.** Consider removing outer clothing (which removes more than 80% of contaminants) and move farther away (upwind/uphill) from the pile of clothing. Refer to the material as HAZMAT until/unless it is positively identified as a "chemical attack" by responders. Advise customers and others that help is coming and to stay with you to prevent possible HAZMAT contamination. As soon as possible, contact C/PC or police; follow instructions.

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RECOGNIZE, OBSERVE, ASSESS AND REACT - ROAR

IMMINENT THREAT & ATTACK IMMEDIATE ACTIONS		
No.	**IA**	**Employee Actions**
10	**Chemical Agent Attack Outside Vehicle or Building (station or other buildings)**	*Chemicals can injure or kill in a matter of seconds. They may be colorless and odorless, so your observations may be the only information you can provde C/PC. Chemical Incident Indicators include the following: two or more people exhibiting similar symptoms, lying down on the ground, nausea, vomiting, sensitive eyes, and tightness of the chest. If such a situation is seen outside a vehicle or facility, implement the following Immediate Actions.* **R** Recognize the signs of a possible chemical attack. **O** Observe people's reactions, the nature of their distress, how widespread the effects are, and wind direction. **A** Assess the situation: where the chemicals are coming from, whether to remain standing or to move the vehicle to the next planned stopping location, where the next **"safe zone"** is located, how to stay upwind, whether an immediate evacuation would put people in greater danger. **R** **Do not enter** the attack area or, if already in the area, leave immediately. Leave barriers to the attack in place (keep doors closed; shut off air circulation, if possible). If doors have already been opened, consider an immediate evacuation of the vehicle or facility using emergency and normal exits to leave the area of the attack and get outside to fresh air. Once away from the attack area, continue to move further away as quickly as possible, leading customers and others to safety. Perform the **EVAC** Immediate Action (pg. 7). Do not stop near an area where other threats may be concealed. **DO NOT TOUCH AFFECTED PERSONS.** Consider removing outer clothing (which removes more than 80% of contaminants) and move farther away (upwind/uphill) from the pile of clothing. Refer to the material as HAZMAT until/unless it is positively identified as a "chemical attack" by responders. Advise customers and others that help is coming and to stay with you to prevent possible HAZMAT contamination. As soon as possible, contact C/PC or police; follow instructions.

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Publication Number: 8216 (07-19-15)	Page 7 of 7
Title: Immediate Action Guidelines	

RECOGNIZE, OBSERVE, ASSESS AND REACT - ROAR

LIFE SAFETY IMMEDIATE ACTIONS		
No.	**IA**	**Employee Actions**
11	**Lockdown/ Shelter in Place***	**R** Recognize the severity of the situation and that the safest place at the moment is where you are. **O** Observe your present location, including doors, windows, any approaching persons, persons who may attempt to block your exit. **A** Assess your immediate environment for the safest place within it. **R** Use barriers and distance from the threat for yourself and others who are unaffected by the threat. Do not open doors or windows to approaching persons who may represent a threat. Contact C/PC or police for information regarding evacuation versus shelter in place options. Prevent other persons from blocking/preventing your means of exit, especially if evacuation becomes necessary. As long as your position appears safe, stay there and await further instructions from C/PC or police.
12	**Evacuate (EVAC)**	Perform the EVAC Immediate Action: **E** **EVACUATE** the immediate area (train, bus, building) **V** **VACATE** the entire area; keep going and put distance and barriers between you and the incident. If outside, get at least 100 yards away, preferably uphill and upwind, from the incident location. **A** **ASSESS** the situation, continue to protect yourself and others from the incident. **C** **COMMUNICATE** with C/PC or police.

* ***Lockdown/shelter in place*** *refers to securing a facility or vehicle from people entering or exiting the area to protect those in the lockdown or shelter in place from a threat outside the secured area. This may also include securing the threat* ***in*** *a vehicle or facility. This IA can be used in response to potential HAZMAT situations or in response to threatening behavior from individuals.*

SAFETY IS PART OF THE JOB
Follow all CTA-established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

R1067_FOIA_20250813

SOP 7021 Reporting Troubles

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **7021 (03-31-24)**	**Page 1 of 3**

Title:	**Reporting Trouble**
Issued to:	Bus Operators
Approved by:	Chief Transit Officer
Supersedes:	Bulletins G23-05 Correctly Notifying the Control Center Using the Toll-Free Number, G49-08 Waiting To Be Relieved; SOP Reporting Trouble, 7021 (04-16-17)

WHEN TO CONTACT CONTROL CENTER OPERATIONS

As soon as it is safe to do so, you **must** immediately report the following conditions/ circumstances to the Controller:

- Service interruptions:
  - Blockades and interruptions of service (due to slow moving trains, defective traffic signals, sick customers, vehicular accidents, etc.).
  - Whenever arriving at a time point 15 minutes late per trip.
- Reliefs:
  - Upon arriving at a relief point and finding that the relieving Operator is not there. If logged into a bus Transit Control Head (TCH), send a PMSG.
  - Whenever running 10 minutes late to make a relief.
  - Whenever making a relief and the bus does not arrive at the relief point within 10 minutes.
- Defective equipment:
  - A defective vehicle or equipment.
  - Malfunctioning ramp.
  - Malfunctioning wheelchair securement equipment.
- Unsafe street conditions.
- Incidents (press the save event button for these):
  - Involvement in traffic accidents, collisions with fixed objects or collisions with other CTA vehicles.
  - All accidents/incidents in which a person is injured or may claim injury, including CTA employees.
  - When a CTA vehicle strikes a pedestrian, even if the pedestrian claims no injury.
  - Incidents involving arrests or police action.

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Publication number: 7021 (03-31-24)	Page 2 of 3
Title: Reporting Trouble	

- Robberies, thefts or any other potentially criminal behavior that occurs on the bus.
- Fire on a CTA vehicle or CTA property.

- After evacuating the bus for suspicious activity or suspicious packages (for example, a package that emits an odor, liquid, smoke or sound, heat or cold, or a liquid or powdery substance, or that has protruding wires). [See SOP 8110 *Emergency Evacuation of Bus*.]
- Any circumstances in which you are in doubt as to the proper procedure to follow.

HOW TO REPORT TROUBLE TO CONTROL CENTER OPERATIONS

When reporting trouble:

- If appropriate, move to a safer location first.
- Properly curb the bus.
- Secure and apply the parking brake.
- Press the save event button.
- Contact the Controller using one of the following methods:

CALLING DEVICE	ACCESS
Clever Devices Transit Control Head (TCH)	See SOP 8177 *Clever Devices On-Board Bus Technology Operation (AVAS, SBA, CleverCAD)* for details on accessing the TCH messaging tools, determining the appropriate priority and choosing a pre-programmed message. Select, in increasing order of urgency: ● PMSG (pre-programmed messages). ● RTT Request to Talk. ● PRTT Priority Request to Talk.
Silent Alarm	The silent alarm is located near the bus's master door switch. **Only use the silent alarm for imminent danger to someone aboard the bus due to a criminal incident in progress.**
Non-CTA telephone or cellphone (See current general bulletin for cellphone guidelines.)	(800) 854-8848 — Listen for the garage prompt.

Note: You must submit a written report for accidents/incidents that involve damage to CTA or other property and/or injury to CTA personnel or customers.

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Publication number: 7021 (03-31-24)	Page 3 of 3
Title: Reporting Trouble	

When reporting trouble verbally, you **must** give the following information to the Controller in the order listed:

1. Garage from which the run originated.
2. Run number and route.
3. Bus number.
4. Badge number.
5. Location of occurrence (intersecting streets and/or address of a nearby building, if unable to view street names).
6. Direction of travel.
7. Nature of occurrence.
8. Time of occurrence.
9. Length of delay.

Tell the Controller exactly what happened, including the following:

- Condition of the CTA vehicle or CTA property.
- Number of customers in the CTA vehicle.
- Number of customers in the other vehicle(s).
- Injuries, if any.
- Number of witnesses and Courtesy Cards collected.

The Controller will inform you if additional information is required.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

S:\SOPS\BUS - Signed & In Effect- INDD\702105 (03-31-24).indd

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G28-01 Security Notice Cards

Chicago Transit Authority
Transit Operations

Rail			Bus		
	file	X		file	X
	post	X		post	X
	spl.			other	
G28-01					

General Bulletin

TO: All Concerned, Bus and Rail

SUBJECT: Security Notice Cards

EFFECTIVE: **IMMEDIATELY**

To better inform our customers, the CTA is placing 11" x 28" Security Notice Cards (see black and white facsimile below) on its buses and trains.

Security Notice

To Our Customers

Here at the CTA your safety and comfort matter most to us. That is why we are taking extra caution during this time of heightened security concerns. This may mean an occasional delay in bus and train service.

You can help in several ways:

- Be alert. Please work with us to report any suspicious packages or substances to a CTA employee.
- Do not bring ANY food or beverages on CTA property or vehicles. Remember to take your packages with you when you leave.
- Do not litter—the inspection of litter will cause delays to service.
- Obtain up-to-date travel information before you take your trip by contacting our website at www.transitchicago.com or calling (312) 836-7000.

Threats or hoaxes – whether real or implied – are a felony and will be aggressively investigated and prosecuted.

We appreciate your patience and cooperation with CTA personnel and your fellow customers.

cta take it.
1-888-YOUR-CTA

Please be knowledgeable of its content to assist our customers should they have a question or concern.

Should there be any questions regarding the contents of this bulletin; contact a supervisor, instructor, controller or manager.

Executive Vice President,
Transit Operations

20250813

G36-01 Security at a Glance

Chicago Transit Authority
Transit Operations

Rail			Bus		
	file	X		file	X
	post	X		post	X
	spl.			other	
G36-01					

General Bulletin

TO: All CTA Employees

SUBJECT: Security at a Glance

EFFECTIVE: **IMMEDIATELY**

All CTA employees are expected to protect themselves, their co-workers and our customers. The objective is to be alert and adhere to Standard Operating Procedures at all times. Whenever the President or the Executive Vice President of Transit Operations declares a Security Alert or a Incident Response, employees shall follow these additional directives:

NORMAL OPERATIONS

- Follow all established SOP's, orders and procedures
- Be alert at all times and report all unusual conditions

SECURITY ALERT

- Operate with a heightened level of security
- Limit access to employees and authorized visitors only
- Adhere to a 24/7 Fire Watch, with 12-Hour Rotating Security Plan (G38-01)

INCIDENT RESPONSE

- Adhere to all security directives
- Deny access to visitors, customers and employees at affected location(s)
- Increase inspection frequency
- Establish control zones

Refer to the CTA Security Plan, SOP's, Bulletins and orders when adhering to the above conditions.

Should there be any questions regarding the contents of this bulletin; contact a supervisor, instructor, controller or manager.

Executive Vice President,
Transit Operations

RJG/rg
(G3:G36-01)
12/21/01

R1067_FOIA_20250813

G37-01 Objectives for Response to Terrorist Acts

Chicago Transit Authority
Transit Operations

Rail	file	X	Bus	file	X
	post	X		post	X
	spl.			other	
G37-01					

General Bulletin

TO: All CTA Employees

SUBJECT: Objectives for Response to Terrorist Acts

EFFECTIVE: **IMMEDIATELY**

All CTA employees are expected to act quickly and effectively when confronted with terrorist acts. Be knowledgeable of and follow these key incident objectives for managing the best response to transit terrorism:

- Remain calm
- Identify the threat
- Secure perimeter and designate zones of operation
- Direct customers to safe zones
- Notify Communications/Power Control and follow instructions
- Avoid secondary contamination
- Secure evidence and crime scene
- Stabilize incident, establish control of the situation to allow rescue and recovery to proceed with minimal delay

Refer to the CTA Security Plan, SOP's, Bulletins and orders when adhering to the above conditions.

Should there be any questions regarding the contents of this bulletin; contact a supervisor, instructor, controller or manager.

Executive Vice President,
Transit Operations

R1067_FOIA_20250813

G37-07 Surveillance Camera Procedures

Chicago Transit Authority
Transit Operations

Rail			Bus		
	file			file	X
	post			post	X
	spl.			other	

G37-07
Supersedes G01-02

General Bulletin

TO: All Concerned, Bus Operations

SUBJECT: Surveillance Camera Procedures

EFFECTIVE: **IMMEDIATELY**

The CTA has installed surveillance cameras on all revenue service buses. These cameras record all activities on the bus and are intended to help deter criminal activity.

There are currently two different camera systems in use on CTA buses. *G.E.* (Prima Facie Inc) manufactures the earliest system installed on our buses, and *Safety Vision (Kalatel)* manufactures the newest system. There is a mixture of both systems across the fleet in all models of buses. Surveillance cameras record whenever the bus is running. Both systems operate the same in regards to *tagging* (recording) events. When the *Event Save* button is pressed, it marks the incident on the system's hard drive making it easier to locate the video to review the incident. **Operators are encouraged to press the Event Save button anytime an accident or incident occurs, or when they suspect any type of disturbance is in progress.** Bus operators and box pullers must follow the procedures listed below when receiving a bus, and for saving an event on the bus. Examples of when to use the Event Save button are:

- All accidents
- All falls inside the bus
- Loud noises
- Suspected weapons on bus
- All reported injuries or sickness
- Customer reported problems
- Any criminal activity

Surveillance Camera Procedures

1. When receiving the bus at the garage check the system to make sure it is working properly. **Safety Vision (Kalatel) 5K Systems:** Verify that the LCD reading on the second line of the remote LCD panel displays "SYSTEM OK". If the second line of the panel displays any other message, notify maintenance personnel or the sign-out supervisor.
   Safety Vision PRO/G.E. (Prima Facie) Systems: The green LED indicator light will be on when operating properly. Any other combination of lights (red and green, flashing or no lights) indicates a problem; notify maintenance personnel or the sign-out supervisor.

2. If the operator feels there is an incident occurring on the bus, or just had an accident/incident, they should press the Event Save button. By pressing this button, the previous three minutes as well as the following three minutes of activity on the bus will be *tagged* and saved for future viewing. **Safety Vision (Kalatel) 5K Systems:** The LCD panel will display "EVENT SAVED" after the Event Save button is pressed. **Safety Vision PRO/ G.E. (Prima Facie) Systems:** Shows no visual indication the event was tagged.

3. Immediately after *saving* the event, the operator must notify Communication/Power Control (C/PC) by utilizing the bus monitor or mobile data terminal (operators should utilize the silent alarm if the situation warrants).

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4. When an operator observes a saved incident, he/she must see the manager upon completion of their work shift to explain the event/incident. At that time the operator will be required to complete a *Report to Manager (form #3785)* or a *Miscellaneous Incident Report (form #4092)* for each *tagged* event.

5. Any problems or defects with the camera should be reported to the box puller (or spotter) immediately upon pulling to the garage. The box puller (or spotter) will place a *Vehicle Defect Ticket (form #4946)* on the bus and have it sent to the trouble track for repair. Maintenance personnel must check the camera system fuses, and check the bus to make sure it is charging/generating. If the camera system still fails to operate properly, the bus should be posted on the *MMIS Vender Tripper List* for repair by camera contractors. Maintenance personnel must identify which type of camera system is in need of repair within the text of the posting.

Note: ***Any employee found tampering with the Surveillance Camera, trying to disable it, or intentionally pressing Event Save button without cause, will be disciplined up to and including dismissal.***

Should you have any questions regarding this bulletin, contact a supervisor, instructor, controller or manager.

Chief Operating Officer,
Transit Operations

RJG/rg
(G3:G37-07)
11/20/07

R1067_FOIA_20150313

G53-08 Alertness for Suspicious Persons

Chicago Transit Authority
Transit Operations

Rail			Bus		
	file	X		file	X
	post	X		post	X
	spl.			other	
G53-08					

Supersedes G38-04

General Bulletin

TO: All Concerned

SUBJECT: Alertness for Suspicious Persons

EFFECTIVE: **IMMEDIATELY**

Security is everyone's business. As CTA employees, we all share the responsibility of providing our customers a safe and secure transit system. With this in mind, **all** CTA employees must be alert and incorporate security into their daily job functions. Whether you're a field, shop or office employee, as you perform your job or when riding our buses and trains, be aware and watchful of your surroundings. Be alert for suspicious persons on or around CTA property. Whenever a person is observed displaying erratic or suspicious behavior, the Control Center must be notified immediately.

The following should serve as a guideline to the ***immediate actions*** an employee must take in the event he/she observes suspicious activity:

- ✓ **Recognize unusual (out of the ordinary) behavior or actions that may indicate the person may be conducting preliminary activities or preparing for more imminent criminal or terrorist actions.**
- ✓ **Assess by using your powers of observation. Do you feel strongly that an attack may be imminent? Do not be confrontational if you feel there is an immediate danger.**
- ✓ **Get a good physical description of the person, including race/sex, approximate age, height, weight, hair color, and clothing from top down (hat, jacket, shirt, pants and shoes).**
- ✓ **Look for associates, persons, vehicles or indications of a weapon.**
- ✓ **Report the circumstances that gave rise to your suspicions immediately to the Control Center.**

Some radical/terrorist groups use suicide bombers to detonate explosives carried on their body. The following (security information received from the Federal Transit Administration per a US Government bulletin) are possible indicators that an individual is attempting to use his or her body as the delivery method for a bomb. Alone, each indicator can result from legitimate activities; however, multiple indicators can possibly denote a suicide bomber.

- ✓ **Wearing inappropriate attire such as loose or bulky clothing inconsistent with current weather conditions.**
- ✓ **Protruding bulges or exposed wires under clothing (possibly through the sleeve).**
- ✓ **Strange "chemical" odors, sweating, mumbling (prayers), or unusually calm and detached behavior.**
- ✓ **Sly, aggressive maneuvering or attempts to gain a position near crowds or VIP targets.**
- ✓ **Pacing, nervous or jumpy.**
- ✓ **Tightened hands (may be holding a detonation device).**
- ✓ **Wearing disguises appropriate to target areas to elude detection. Suicide bombers may disguise themselves with military, medic, firefighter or police uniforms, or may pose as a pregnant woman.**

NOTE: It is important to note there is no clearly defined "profile" for a suicide bomber. Men, women and older children have all been used as suicide bombers.

R1087 FOIA 20250813

Remember, the safety of CTA's employees and its passengers are of the highest priority. Therefore, whenever employees receive the slightest indication that their safety or that of our customers is in jeopardy, the Control Center must be notified immediately.

Precautions must be taken to protect our customers, yourself and CTA employees in the event a situation is deemed dangerous or life threatening.

All CTA employees are strongly encouraged to watch the National Transit Institutes video *"Warning Signs" Security Awareness for Transit Employees.* This fast-paced video presentation gives key aspects of system security for transit employees. It will increase the viewer's awareness of what to look for and what to do regarding suspicious activity, packages, devices, and substances. You can access the video via Internet Explorer using the link below.
http://transit-safety.volpe.dot.gov/security/trainingtools/videos/warningsigns/warningsigns-high.wmv

If you have any questions regarding the contents of this bulletin; contact a supervisor, instructor, controller or manager.

Chief Operating Officer,
Transit Operations

RJG/rg
(G3:G53-08)
09/10/08

R_067_FOIA_20250813

G15-22 Reporting Suspicious or Criminal Activity

Chicago Transit Authority
Transit Operations

Rail			Bus		
	file	X		file	X
	post	X		post	X
	spl.			other	
G15-22					

Supersedes G54-08

General Bulletin

TO: All Concerned – Bus and Rail

SUBJECT: Reporting Suspicious or Criminal Activity

EFFECTIVE: **Immediately**

Reporting suspicious or criminal activity is important so that authorities can take action to resolve and/or prevent incidents.

CTA employees play a key role in this effort by incorporating security into their daily job functions. As you perform your job or when you ride our buses and trains, be aware and watchful of your surroundings. Be observant and **notify the Control Center if you see anything unusual or that seems out of place**.

Employees who observe any of the following activities, or receive the slightest indication that their safety or that of our customers is in jeopardy, must immediately notify the Control Center:

- Groups engaging in boisterous or unruly behavior that seriously inconveniences, annoys or alarms people in the vicinity.
- Individuals or groups willfully blocking the movement or access of another person.
- Individuals or groups congregating and blocking the movement of transit service.
- Individuals interfering with CTA services by tampering with any equipment including escalators, elevators, buses and trains.
- Individuals who appear to be conducting surveillance of our transit system, facilities or security operations.
- Mobile surveillance using bicycles, scooters, motorcycles, sport-utility vehicles, cars, trucks, boats or small aircraft.
- Individuals showing uncommon interest in security measures or personnel, entry points or access controls, or perimeter barriers such as fences or walls.
- Signs of trespass to security-sensitive areas such as unsecured doors with defaced locks or tape covering the locks, graffiti, drug paraphernalia or signs of habitation.
- Individuals who are photographing or videotaping more than the typical “tourist” photo or video on or around CTA property.
- Individuals who are taking extensive notes and/or using an audio recorder.

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- Individuals who attempt to recruit employees and obtain sensitive information regarding our transit system.
- Individuals loitering for no apparent purpose who do not fit the surrounding environment, such as unauthorized vendors or individuals wearing improper attire for current weather conditions.
- Unauthorized attempts to probe or gain access to any CTA database or information system particularly SCADA (Supervisor Control and Data Acquisition).
- The theft of or attempt to acquire CTA badges, identification, keys, documents/pictures or uniforms.

Employees must follow the steps outlined in Standard Operating Procedure 8216, *Immediate Action Guidelines* and report any suspicious or criminal activity.

If you have any questions regarding the contents of this bulletin, contact a Supervisor, Instructor, Controller or Manager.

Chief Transit Officer

Chief of Safety and Security

TG/tg
G15-22
11/09/22

R1067_FOIA_20250813

G55-08 Alertness for Unattended or Suspicious Packages and Dangerous Parcels

Chicago Transit Authority
Transit Operations

Rail			Bus		
	file	X		file	X
	post	X		post	X
	spl.			other	
G55-08					

Supersedes G22-05

General Bulletin

TO: All Concerned

SUBJECT: Alertness for Unattended or Suspicious Packages and Dangerous Parcels

EFFECTIVE: **IMMEDIATELY**

All CTA employees play a key role in keeping our transit system safe and secure for our customers. Employees must be alert and incorporate security into their daily job functions. As you perform your job or when riding our buses and trains, be aware and watchful of your surroundings. Be observant and look for anything unusual or that seems out of place. Employees must be alert and assess whether an item is unattended or lost, or is suspicious.

UNATTENDED OR LOST ITEMS/PACKAGES

The following describes items that are typically unattended or lost. Employees should recognize these items as not posing a threat, continue normal operations, and treat them as typical "lost and found."

- Lost property is not hidden.
- Not obviously suspicious.
- Typical of what is regularly encountered.
- An abandoned or lost item is typically left on or next to a seat, next to or in a phone booth, on or next to a vending machine, in a restroom, on a station platform, or in a bus shelter.

Immediate Actions to take if you encounter an unattended or lost item/package

- ✓ Treat as a typical "lost and Found" item and follow established procedures.

SUSPICIOUS ITEMS/PACKAGES

Employees should assess the situation using their powers of observation – do you feel the parcel *may* be a danger or threat? If so, the immediate actions on page 2 must be followed. The following describes items that are typically suspicious.

- Tend to be hidden.
- Obviously suspicious.
- Not typical of what is usually encountered.
- A suspicious package may be a bag, box, backpack or briefcase that is left in or behind trash containers, under or behind a vending machine, behind a restroom fixture, in a concealed bus or train compartment, or next to a fueling station.
- Suspicious packages may have stains, leaks, or powdery residue, be bulky or heavy, have a strange odor, have a ticking, buzzing, or sloshing sound, and have no label, ID, or luggage tag.
- Suspicious packages may have a threatening message attached or match something described in a bomb threat, have visible batteries or unusual wires, visible tanks, bottles, or bags, or have a clock or timer attached.

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Immediate Actions to take if you encounter a suspicious item/package

- ✓ Immediately *turn off all cell phones, two-way radios, pagers and any other two-way communication devices.* Some explosives can be triggered to detonate by turning on or using any of these devices!
- ✓ Never touch or move the package.
- ✓ Isolate and secure the area.
- ✓ Notify the Control Center immediately *by land based telephone* and await further instruction. *If a land-based telephone is not available, use two-way radio or cell phone (with a minimum distance of 300' from suspicious package).*
- ✓ Be prepared to give a good description of the item regarding its placement, location, size, shape and color.
- ✓ From a safe distance, continue to observe the incident and report any person displaying erratic or suspicious behavior the Control Center. Be prepared to give the controller a description of the individual. *Some perpetrators remain or return to the incident to observe the chaos.*

DANGEROUS PARCELS

Customers are prohibited from bringing containers of flammable liquids or gas onto CTA vehicles or property. Employees must also be aware and look for any parcel/item that may pose a hazard or can be used to harm or injure others. Individuals may be carrying items that appear harmless but can in fact be dangerous. Employees must be alert for such items like solvents/paints that can accidentally leak from a container, or spray bottles/dispensers, that can be used to intentionally disperse a hazardous chemical. These items may include:

- Spray Bottles/Dispensers
- Solvents
- Paints/Thinners
- Aerosol Dispersal Devices
- Containers/ Canisters (open or closed)
- Powders/Granules

The following ***immediate actions*** must be followed should an employee determine that a parcel might be a danger or threat:

- ✓ **Recognize parcels that may pose a danger either accidentally or intentionally. Be prepared to give a good description of the item regarding its size, shape and color.**
- ✓ **Assess the situation using your powers of observation – do you feel the parcel *may* be a danger or threat?**
- ✓ **Be careful to differentiate between a well-intentioned customer who may be carrying a potentially dangerous item, and individuals who may be planning to use an item as a possible weapon.**
- ✓ **Challenge individuals who are in possession of any item that may be a safety or security threat. Confront the individual(s) as to their intent and request identification if necessary.**
- ✓ **If assistance is required notify the Control Center immediately. Note and record the incident on a *Report to Manager* form #3785.**

R1067 FOIA 20250813

Remember, the safety of CTA's employees and its passengers are of the highest priority. Therefore, whenever employees receive the slightest indication that their safety or that of our passengers is in jeopardy, the Control Center must be notified immediately.

All CTA employees are strongly encouraged to watch the National Transit Institutes video *"Warning Signs" Security Awareness for Transit Employees.* This fast-paced video presentation gives key aspects of system security for transit employees. It will increase the viewer's awareness of what to look for and what to do regarding suspicious activity, packages, devices, and substances. You can access the video via Internet Explorer using the link below.
http://transit-safety.volpe.dot.gov/security/trainingtools/videos/warningsigns/warningsigns-high.wmv

Should there be any questions regarding the contents of this bulletin; contact a supervisor, instructor, controller or manager.

Chief Operating Officer,
Transit Operations

RJG/rg
(G3:G55-08)
09/10/08

R1067_FOIA_20250813

G25-10 Calling 911 Emergency Services

Chicago Transit Authority
Transit Operations

Rail			Bus		
	file	x		file	x
	post	x		post	x
	spl.			other	
G25-10					

Supersedes G05-01

General Bulletin

TO: All Concerned

SUBJECT: Calling 911 Emergency Services

EFFECTIVE: **IMMEDIATELY**

This is to advise that the Control Center does not have the ability to process a 911 Emergency Services call any faster than the call can be processed from any telephone. As a result, when calling 911 Emergency Services, the following procedures should be adhered to:

Bus and Rail Field Employee's and other Transit Operation Employees without access to a telephone:

1. Notify C/PC by radio so the controller can contact 911 Emergency Services.
2. Follow controller's instructions.

All other Transit Operations Employees with access to a telephone:

1. Directly call 911 Emergency Services from any available telephone.
2. Notify C/PC of the emergency.
3. Follow controller's instructions.

If you have any questions regarding the contents of this bulletin, contact a supervisor, instructor, controller or manager.

Chief Operating Officer,
Transit Operations

RJG/rg
(G3:G25-10)
05/25/10

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Defensive Driving Review Worksheet

Defensive Driving

Review Worksheet

1. What is the cushion of safety? _____
2. When driving in a CTA yard, at what speed should you operate the bus? _____
3. Where do the majority of accidents happen?_____
4. When operating a bus with a light load at 10 mph on a dry, level street, what is the proper braking distance? _____
5. When operating a standard bus and changing lanes to pass a standing vehicle or parked car, what is the minimum number of feet you must angle out the bus? _____
6. Whenever possible, for the safe operation of a bus, how many feet of clearance must you maintain? _____
7. When stopping behind a standing vehicle, what is the minimum distance you must have between bumpers?_____
8. When returning to your lane after passing a parked vehicle, what part of the bus should be even with the front bumper of the last parked vehicle?_____
9. What are the six positions of vehicles in relation to the bus?

1) _____

2) _____

3) _____

4) _____

5) _____

6) _____

10. When making a right turn, how far should you angle out the bus? _____
11. What is the allowable turning speed? _____
12. When following moving traffic on a dry level street, how much following distance should you maintain? _____

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13. When approaching an intersection, at what distance from the intersection should you turn on your turn signal? _____

14. What are the procedures to follow when traveling in an intersection?

_____

15. When approaching a railroad crossing, how many feet before the crossing should you stop? _____

16. When the interior mirror is adjusted properly, what should you see when you look into the mirror? _____

17. How far from the curb should your bus be when making a service stop?

_____

18. When starting from a stop when there is a vehicle in front of you, how far ahead of you must that vehicle move before you begin to move?

_____

19. When turning the steering wheel what hand motion should you use?

_____

20. What portion of the bus is the rear overhang? _____

21. What is the formula of Defensive Driving?

1) _____

2) _____

3) _____

22. When you are being passed, what must you do?

_____

23. How often should you scan your mirrors while operating? _____

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Day Six - Safety Notice of the Day

Day 6

Safety Notice!

Basics

- Watch for ADA Clues

- Always keep safety in mind when assisting customers with disabilities

- Make sure all customers are clear before deploying the ramp

R1067_FO_20250813

Home Study Assignment # 5

Bus Operator Initial Training
Home Study Assignment #5 – Day 6

1. According to SOP 8191 CTA Incident Command/ Unified Command, what is the first priority during the first minutes of an incident?

   _____
   _____
   _____
   _____

2. A clear chain of command is necessary for the efficient coordination of and communication among all parties during an incident
   1) True
   2) False

3. What are the three components of every CTA incident according to SOP 8191?
   1) _____
   2) _____
   3) _____

4. What is the impact zone?

   _____
   _____
   _____
   _____

5. What is the responsibility of the command in Incident Command?

   _____
   _____
   _____
   _____

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Bus Operator Initial Training
Home Study Assignment #5 – Day 6

6. What is the liaison officer role?

_____

_____

_____

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DAY SEVEN, EIGHT & NINE

Bus Operator Training

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Day Seven - Safety Notice of the Day

Day 7

Safety Notice!

Basics

- Be on the lookout for potential security-related hazards or incidents

- Safely take actions to meet incidents priorities

- Make sure that you understand CTA emergency policies

R1067_FS_20250813

Day Eight - Safety Notice of the Day

Day 8

Safety Notice!

Basics

- Safety is always our number one priority

- If you feel threatened while operating the bus, remain in your seat with your safety barrier locked and notify CCO

- If you see something, say something

R1067_FC_20250813

Day Nine - Safety Notice of the Day

Day 9

Safety Notice!

Basics

- Always maintain your clearance (3-5) while operating the bus

- During inclement weather, increase your following distance

- Never sacrifice safety for schedule

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DAY TEN

Bus Operator Training

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G04-12 Customer Service Hours of Operation

Chicago Transit Authority
Transit Operations

Rail	file	X	Bus	file	X
	post	X		post	X
	spl.			other	
G04-12					

General Bulletin

TO: All Concerned, Bus and Rail

SUBJECT: Customer Service Hours of Operation

EFFECTIVE: **IMMEDIATELY**

This bulletin is to remind all operating employees of the hours of operation of the Customer Service Department and the Sales Center. It is **imperative** that customers are given accurate information. **Walk-Ins – Sales Center or Customer Service Desk (567 W. Lake St., 2nd floor only): 8:00 am – 4:30 pm (0800-1630), Monday – Friday.**

Customer Service Call Center (1-888-YOUR CTA): 7:00 am – 7:00 pm (0700-1900 hrs), Monday – Friday.

After hours, customers may:

- Visit the CTA website at www.transitchicago.com
- Email Customer Service at feedback@transitchicago.com
- Reach the Control Center 24-hours a day for CTA-related emergency situations, by calling 1-888-YOUR-CTA and selecting prompt #9.

When completing forms, especially those that must be processed by the Customer Service Department, **all writing must be clear and legible.** Be sure to press firmly when writing so all copies can be easily read. Check all information the customer writes to be sure it, too, is legible and clear on all copies. Illegible forms cannot be processed.

If you have any questions regarding the contents of this bulletin; contact a Supervisor, Instructor, Controller or Manager.

Chief Operating Officer,
Transit Operations

CHK/ck
(G04-12)
02/22/12

R1057_FOIA_20250813

G19-19 Guidelines and Procedures for Special Events and Holidays

Chicago Transit Authority
Transit Operations

Rail			Bus		
	file	X		file	X
	post	X		post	X
	spl.			other	
G19-19					

General Bulletin

TO: All Concerned – Bus and Rail

SUBJECT: Guidelines and Procedures for Special Events/Holidays

EFFECTIVE: **June 30, 2019 at 0500 hrs. through 2359 hrs.**
July 4, 2019 at 0001 hrs. through July 5, 2019 at 0400 hrs.

To ensure safety and maintain efficient movement of higher volumes of customer traffic during special events and holidays, the following guidelines and procedures are in effect.

GENERAL PROCEDURES AND GUIDELINES

- **Customers must ensure that all strollers and luggage/shopping carts are in the folded position** before entering rail station paid areas and before boarding CTA buses or trains. All other procedures stated in G40-12 *Strollers on the CTA Bus and Rail System* remain in effect.

- **See something, say something!** Immediately report any suspicious behavior to the Control Center. Any CTA employee who observes an unauthorized person(s) on CTA private property should notify that person(s) that they are trespassing and instruct them to immediately leave CTA property. For more information, please see G11-19 *Security Reminders*.

RAIL-SPECIFIC PROCEDURES AND GUIDELINES

- **Bicycles will not be permitted on the rail system on Sunday, June 30, 2019 from 0500 hrs. until 2359 hrs. and on Thursday, July 4, 2019 from 0001 hrs. through 0400 hrs. on Friday, July 5, 2019**.

    - Station personnel should inform customers with bicycles of this prohibition **before they pay a fare** and enter the paid area.

    - Customers with bicycles who enter the rail system before
        - 0500 hrs. on Sunday, June 30, 2019 will be allowed to finish their trips.
        - 0001 hrs. on Thursday, July 4, 2019 will be allowed to finish their trips.

Reminder: Rail personnel may need to remove debris and pick up trash more frequently. Additional station inspections may be necessary to ensure that all trash and debris are promptly removed and disposed of properly. Always check for suspicious packages, items or devices.

BUS-SPECIFIC PROCEDURES AND GUIDELINES

Advise customers traveling with bicycles to rail stations about the rail bicycle policy. Remain professional at all times and do not engage in disputes.

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Reminder: Bus Operators should perform additional inspections of their buses at the end of the line to ensure that trash and debris are promptly removed and disposed of properly. Always check for suspicious packages, items or devices, paying special attention to the underside of the bus.

If you have any questions regarding the contents of this bulletin, contact a Supervisor, Instructor, Controller or Manager.

Chief Transit Officer

BW/bw
G19-19
06/25/19

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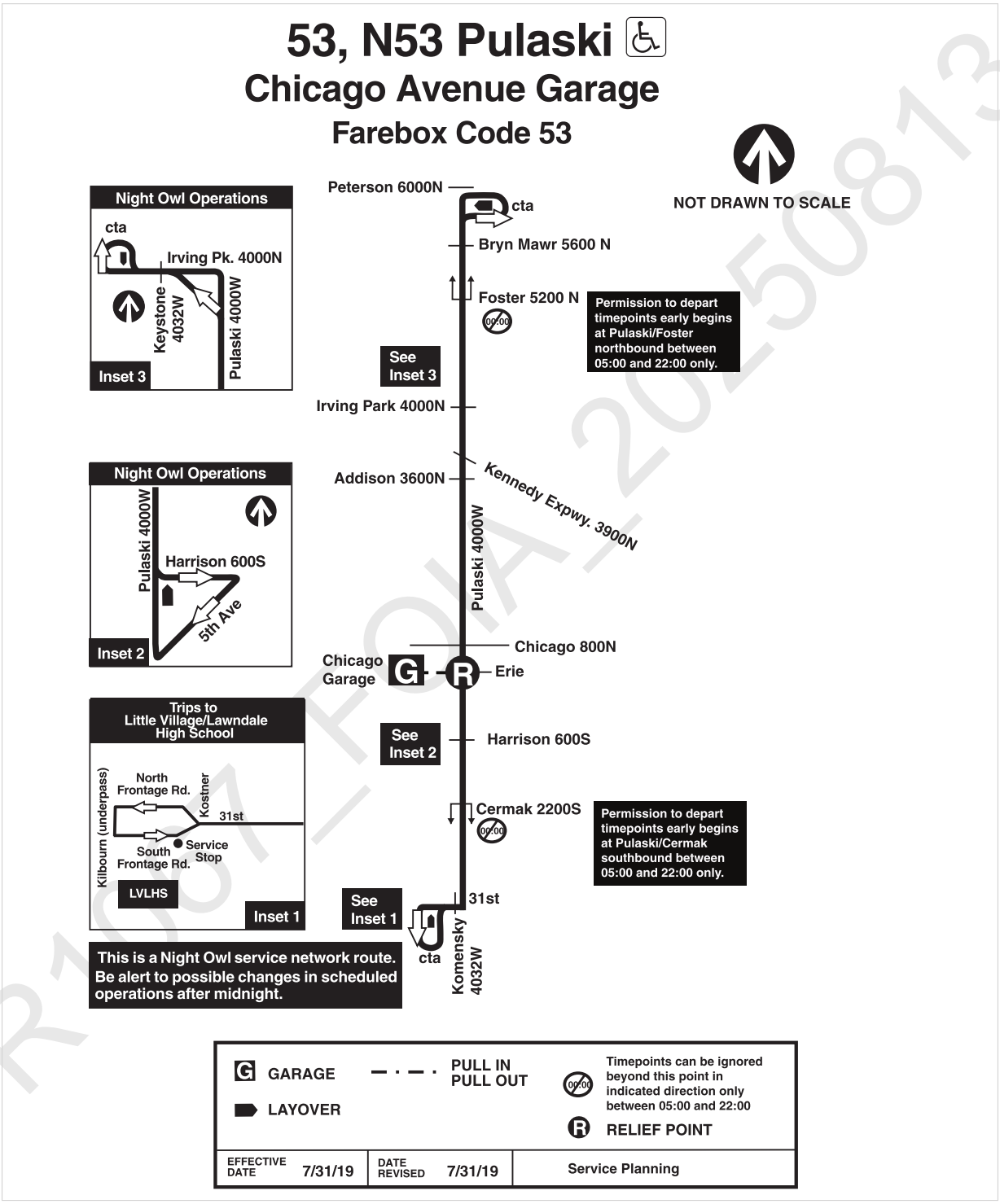
Route Map #53



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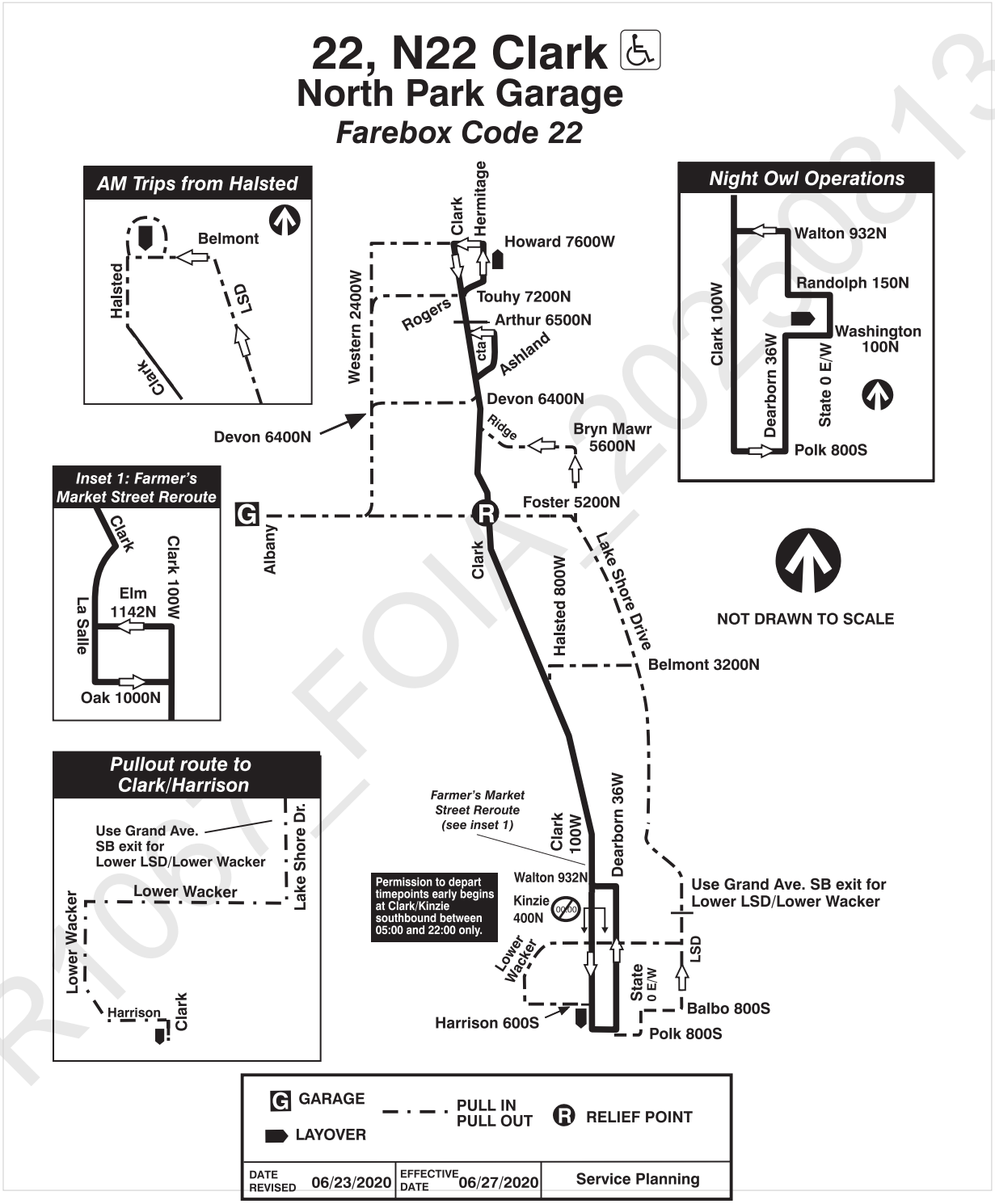
Route Map #22



R1091_FOIA_20250813

Bus Operator Initial Training
Attitudes Toward Conflicts Survey

Read each of the statements below and indicate with a checkmark (√) if you agree or disagree with the statement.

STATEMENT	AGREE	DISAGREE
1. Conflict is harmful and should be avoided at all costs.	_____	_____
2. Conflict is an essential element in all change.	_____	_____
3. Conflict can be a stimulus to learning.	_____	_____
4. Conflict is always avoidable.	_____	_____
5. Efforts at self-improvement stem from conflict.	_____	_____
6. The most important single thing about conflict is that it is good for you.	_____	_____
7. All conflict can be blamed on the actions of someone else.	_____	_____
8. The best way to deal with conflict is to go by the book, to not change from accustomed patterns of behavior.	_____	_____
9. Conflict is caused by troublemakers, boat rockers and prima donnas.	_____	_____
10. The best situations are those in which no conflict exists.	_____	_____
11. what counts in dealing in conflict is that it is managed, not that is suppressed, ignored, or avoided.	_____	_____
12. Conflict is a creative force in today's society.	_____	_____

R1067_FOIA_20250813

SOP 8026 Bus Operator Safety Barrier

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **8026 (03-31-24)**	**Page 1 of 4**

Title:	**Bus Operator Safety Barrier**
Issued to:	Bus Operators and Bus Service Supervisors
Approved by:	Chief Transit Officer
Supersedes:	Bus Operator Safety Barrier, 8026 (04-16-17)

INTRODUCTION

The Bus Operator Safety Barrier is a partition between the Operator's seat and the boarding area of the bus. In all series of buses, *except the Nova series 7900,* the barrier is a hinged sheet of plexiglass that has slotted holes to allow for ventilation and for conversation with customers (Figure 1). The hinge allows the barrier to swing open and closed to allow the Operator to access the seat. Latch mechanisms accessible only from the Operator's side of the barrier lock the safety barrier into the operating position.

TEST BARRIERS DURING PRE-PULLOUT CHECK

Ensure that barriers are fully functional during pre-pullout check. If the lock is defective or the Operator becomes locked inside and the release latch isn't working notify the Controller.

Follow established procedures for reporting defective equipment if the barrier of an assigned bus is damaged or dirty or if it becomes damaged or soiled during operation. (See SOP 8048 Form Reports: Defective Bus.)

Figure 1 New Flyer Series Barrier in Operating Position

PROCEDURE (EXCEPT NOVA 7900 SERIES)

In the New Flyer Series buses there are three different safety barriers (Figures 1 and 3). The barrier must be closed in the locked position when the Operator is operating a CTA bus.

After sitting in the Operator's seat, the Operator must swing the barrier to the operating position and latch or lock the barrier into place.

The latch goes into a hole in the railing that goes around the farebox (Figure 2). When leaving the seat, the Operator must unlatch the barrier and swing it fully open. Although the barrier partitions off the Operator's area, it does not interfere with air movement. The Operator's window should remain closed at all times except to adjust the left side mirror(s).

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Publication number: 8026 (03-31-24)	Page 2 of 4
Title: **Bus Operator Safety Barrier**	

Figure 2 New Flyer Series Operator's Slide Latch

Figure 3 New Flyer Series Barrier

PROCEDURE (NOVA SERIES 7900)

In the Nova Series 7900 buses, there are two different safety barriers. On one version the safety barrier is a two-piece hinged door (Figure 4). On the Operator's side of the barrier are two latch mechanisms: a spring latch and a spring-loaded throw bolt (Figure 7 and 8).

The barrier must be closed with the latches in the locked position when the Operator is operating a CTA bus.

After sitting in the Operator's seat, the Operator must close and latch both the upper and lower parts of the barrier. The spring latch in the door engages a loop protruding from the stanchion that goes around the corner of the farebox (Figure 7 and 8). The spring-loaded throw bolt on the door engages a hole in the stanchion when secured.

In the Nova series buses (8350 and up), new doors have new safety barriers that provide more glass protection (Figure 5). The Operator must depress the silver lever to open and unlock the barrier (Figure 6).

Figure 4 Nova Series Operator Barrier

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Publication number: 8026 (03-31-24)	Page 3 of 4
Title: **Bus Operator Safety Barrier**	

Although the barrier partitions off the Operator's area, it does not interfere with air movement. The Operator's window should remain closed at all times except to adjust the left side mirror(s).

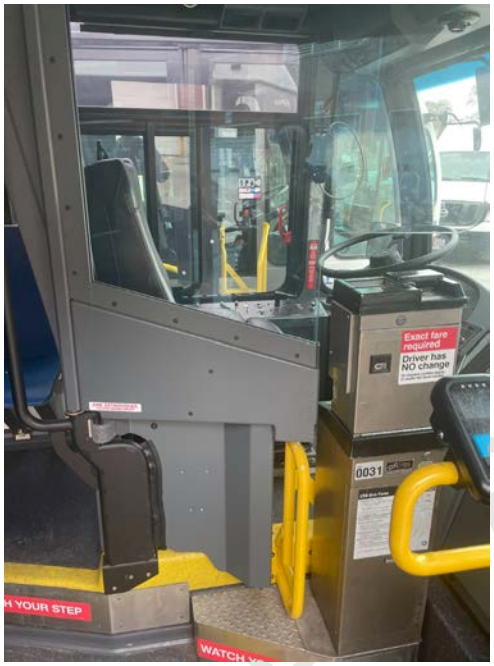

Figure 5 Nova Series (8350 and up) Barrier in Operating Position

Figure 6 Nova Series (8350 and up) Barrier Latch and Lever

R1_7_FA_20250813

Publication number: 8026 (03-31-24)	Page 4 of 4
Title: **Bus Operator Safety Barrier**	

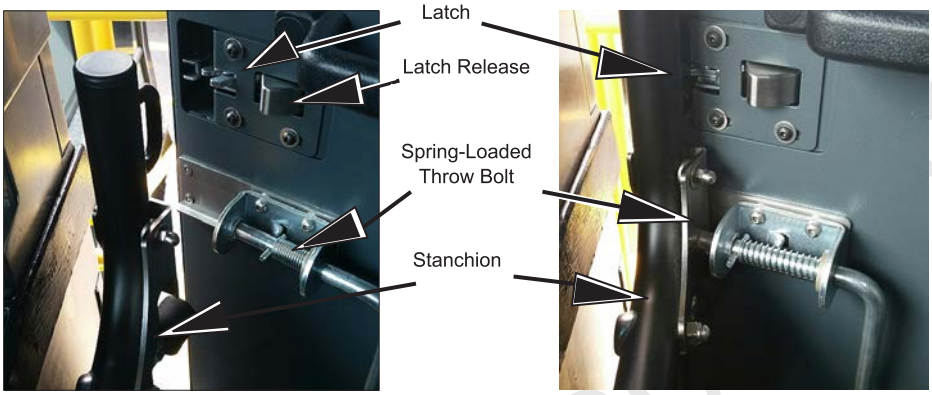

Figure 7 Barrier Door Unlatched

Figure 8 Barrier Door Latched

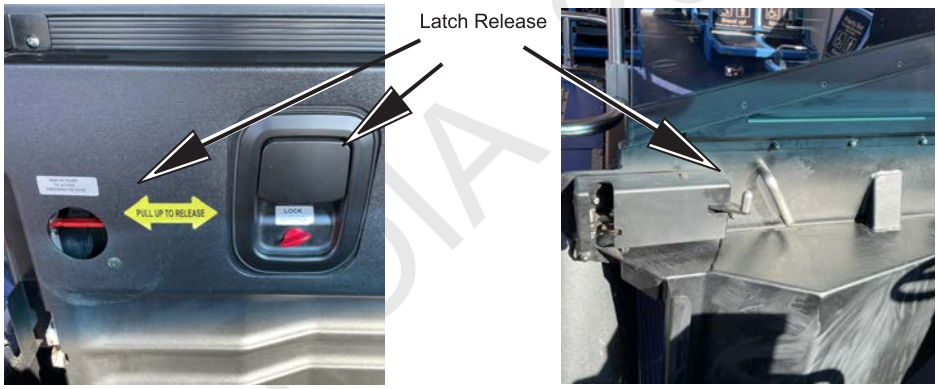

Figure 9 New Flyer Series Barrier Door Latches

Note: Always position mirrors for safe operation. The height of the barrier's solid lower portion blocks the Operator's view of the ground in front of the doors. Operators must properly adjust the interior front door mirror to ensure a clear view.

Figure 10 Interior Front Door Mirror

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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R1067 – CTA

Fatigue Awareness Quick Facts

Fatigue Awareness

Quick Facts

Q: What is fatigue?
A: Fatigue is the disinclination to continue the task at hand.

Q: Are there different kinds of fatigue?
A: There are five (5) different kinds of fatigue.

1. Physical fatigue: Involves muscle exhaustion through long periods of muscle use or shorter periods of intense muscle use
2. Mental fatigue: Involves mental exhaustion through long periods of mental activity or shorter periods of intense mental activity.
3. Acute fatigue: Results from short-term sleep loss or from short periods of heavy physical or mental work.
4. Chronic fatigue: Lasts longer and is more extreme. It's a nearly constant state of weariness.
5. Drowsiness: Feeling abnormally sleepy during the day.

Q: How does sleep effect fatigue?
A: Sleep is a source of where we get our energy. Disturbed sleep can cause us to be fatigued.

Q: What can cause fatigue?
A: There are many causes to fatigue. Sometimes fatigue is caused by a sleep disorder and sometimes it is caused by other factors in your life. Here are some that were covered in the fatigue training you received.

1. Central Sleep Apnea
2. Obstructive Sleep Apnea
3. Restless Leg Syndrome (RLS)
4. Insomnia
5. Narcolepsy
6. Periodic Limb Movement Disorder (PLMD)
7. Disruption of REM sleep
8. Disruption of the circadian rhythms
9. Unhealthy diet
10. Medications

Q: What can I do to avoid fatigue?
A: Practice getting a good night sleep and eating healthy meals. This alone will help boost your energy! If you feel you might have a sleep disorder see your doctor right away.

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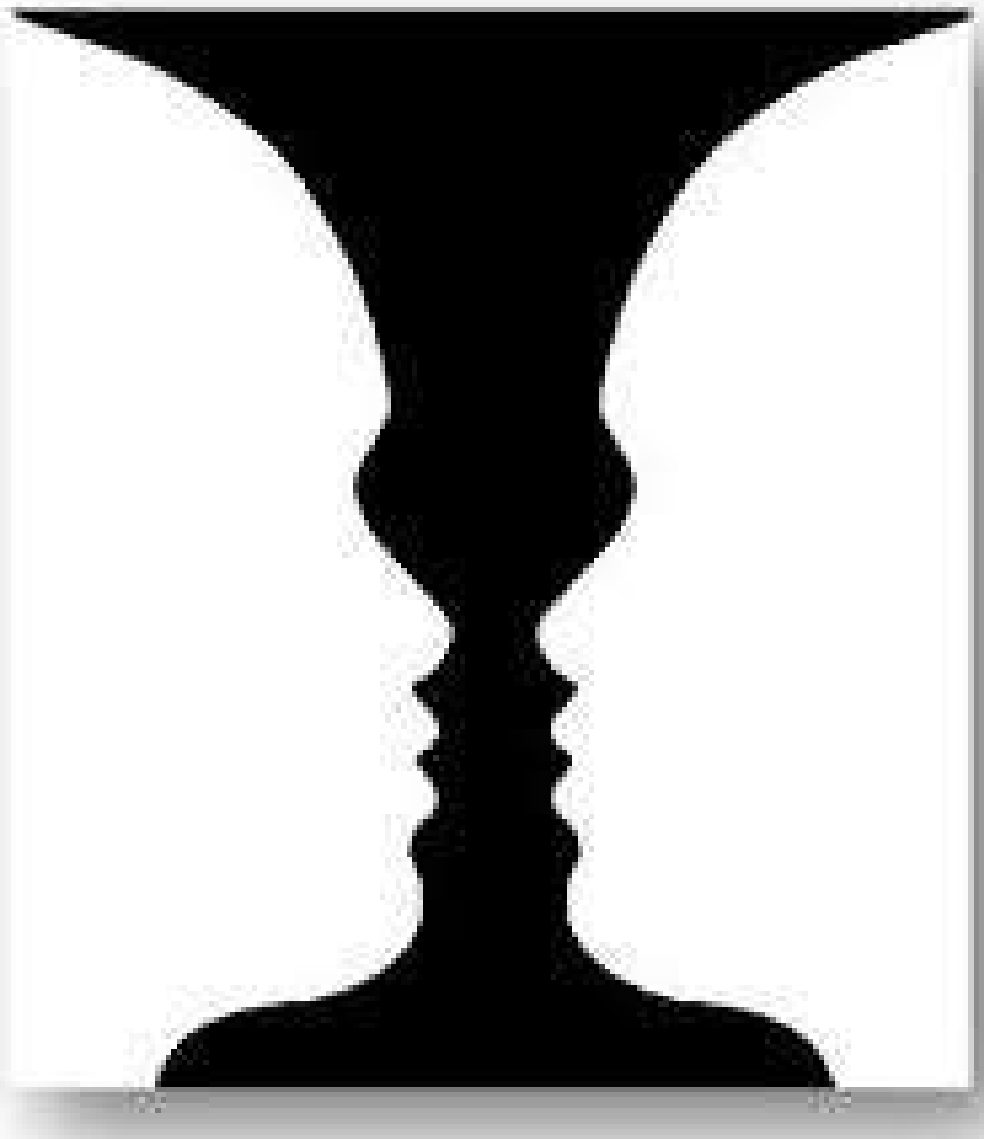
R1067-FOIA-20250813

Perception Images

Perception Image #1



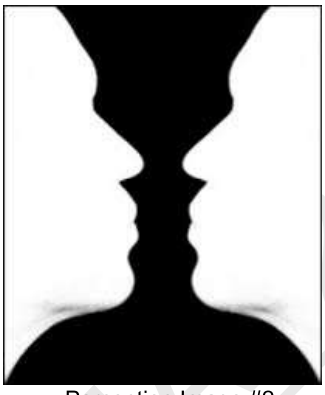
Perception Image #2

Perception Image #3

Perception - What Do You See

Bus Operator Initial Training
Perception – What Do You See!

Perception Image #1



Perception Image #2

Perception Image #3

Perception is a way of regarding, understanding, or interpreting something; a mental impression.

In life, the perceptions and concerns of our brain write a narrative that not only shape us but become our reality.

Optical illusions exploit this, using the way our brains think to distort our image of reality. Take for example drawing one, the image of a young lady turned aside or an old woman's profile. Both these are present within the same simple drawing; it depends entirely on how you look at it whether you see the old lady or the young woman first.

Our brains work in a similar fashion, some can see only the old lady at first and struggle to see the young woman and vice versa. Sometimes individuals can see both right away but be entirely stumped by other puzzling images.

Every situation in life can be distorted like an optical illusion; it is up to the viewer to discern the reality from what they can see. This is also true in your role as a Bus Operator. Whatever you view yourself with strongly, your reality will reflect.

It is essential to stop and reevaluate your perspective. Our brains are wired to find patterns, but sometimes the patterns it chooses to weave a story from does not match the true reality.

Our brains take our prejudices, insecurities, and sensitivities into consideration, turning a hyper-focus to our weaknesses. If we don't step back and test our interpretations against reality, we can fall out of touch with those around us, or walk around in conflict.

Every once in a while you need to clear your perception on things and make sure you are seeing things clearly, free from the smudges created by fears and assumptions.

Bus Operator Wellness Package

STAYING AHEAD OF STRESS

Techniques for reducing the impact of stress:

- Cool down between work and home.
- Have good eating and exercise habits.
- Talk with other Operators or friends. Seek solutions, don't just gripe.
- Talk with a counselor, clergy or other professional support person.
- Find a way to release pressure.
- Count to 10.
- Meditate.
- Leave home problems at home, leave work problems at work.
- Practice calm breathing and stretching.
- Become aware of your feelings. Understanding why angry people act as they do.
- Take time out. Say nothing or excuse yourself.
- Keep a stress log and look for patterns.
- Set achievable small goals.
- Think about the positive aspects of your job.
- Set limits on how much you will do.
- Be flexible. Bend a little.
- Find a relaxing hobby.
- Remind yourself – most customers will be off the bus in a few minutes.
- Choose your "battles" wisely.

R106-313

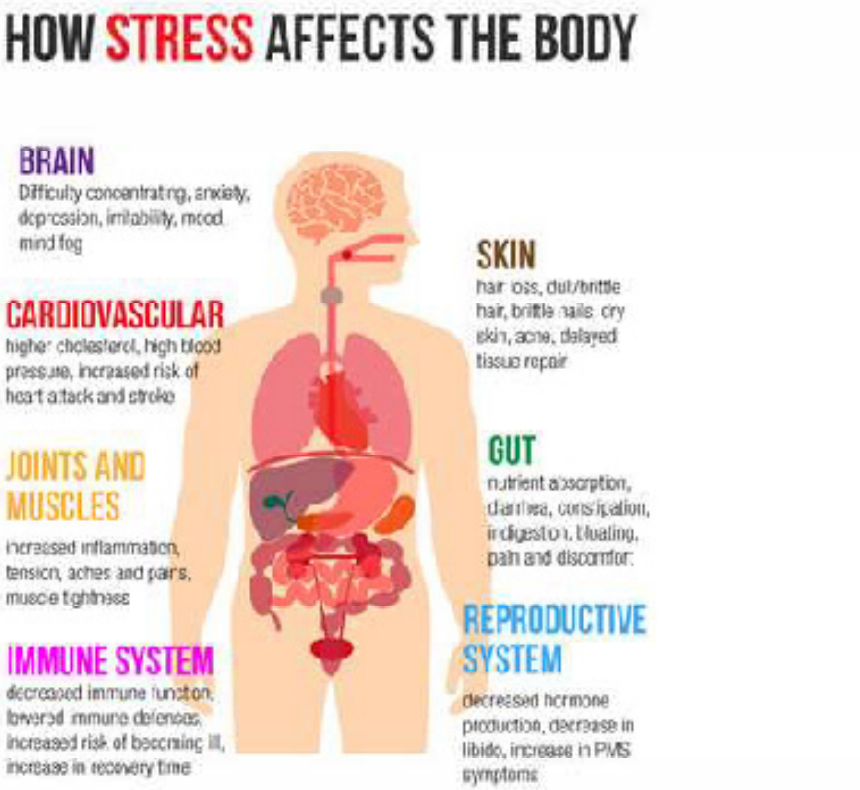
PHYSIOLOGICAL EFFECTS OF STRESS

How Stress Affects You

Stress is more than just a bad feeling; stress causes physical changes in our bodies. Stress stimulates the brain to release various hormones, such as cortisol and epinephrine, which activate the body's "fight or flight" response. Other physiological changes such as increased heart rate, faster breathing and a surge of sugars in the blood also accompany the fight or flight response.

Researchers believe this response evolved as a survival mechanism, enabling people to quickly take action in life-threatening situations. The sequence of hormonal changes and physiological responses can help someone fight off a threat or flee to safety. However, this response can also cause the body to overreact to everyday stressors that are not life threatening. Unfortunately, chronic or long-term stress can weaken the immune system and lead to serious health problems including:

- Heart disease
- Stroke
- Cancer
- Depression
- Anxiety
- Others


HOW STRESS AFFECTS THE BODY
BRAIN
Difficulty concentrating, anxiety, depression, irritability, mood
mind fog
CARDIOVASCULAR
higher cholesterol, high blood pressure, increased risk of heart attack and stroke
JOINTS AND MUSCLES
increased inflammation, tension, aches and pains, muscle tightness
IMMUNE SYSTEM
decreased immune function, lowered immune defenses, increased risk of becoming ill, increase in recovery time
SKIN
hair loss, dull/brittle hair, brittle nails, dry skin, acne, delayed tissue repair
GUT
nutrient absorption, diarrhea, constipation, indigestion, bloating, pain and discomfort
REPRODUCTIVE SYSTEM
decreased hormone production, decrease in libido, increase in PMS symptoms

https://drwilsons.com/got-stress/effects-of-stress-on-health/

Doctor Wilson's Original Formulations

Are You Stressed?

How do you know if your level of stress is a problem? If you are experiencing the following issues, you may be dealing with an unhealthy level of stress:

- Struggling to fall asleep or stay asleep
- Eating more or less than usual
- Smoking, drinking, or using drugs more than usual
- Feeling short-tempered or irritable
- Feeling overwhelmed
- Worrying nearly all of the time
- Having problems concentrating or remembering things
- Struggling to make decisions
- Feeling more tired than usual

You may also experience physical symptoms of stress, such as headaches or backaches, and your blood pressure may be elevated.

Still not sure? Visit www.mentalhealthamerica.org/stress-screener to take a quiz and find out about the level of stress in your life.

Source: www.environmentalhealthproject.org
Southwest Pennsylvania – environmental Health Project

R1067 – 313

Anger Management

Anger is a completely normal, usually healthy, human condition. But, when it gets out of control and turns destructive, it can lead to problems – at work, in your personal relationships, and in the overall quality of your life.

The Nature of Anger

Anger is "an emotional state that varies in intensity from mild irritation to intense fury and rage." It can be caused by both external and internal events. You could be angry with a specific person (such as a coworker or supervisor) or event (a traffic jam, a canceled flight), or worrying or brooding about your personal problems could cause your anger.

Expressing Anger

The natural way to express anger is to respond aggressively. It inspires powerful, often aggressive feelings and behaviors. A certain amount of anger therefore is necessary to our survival.

Three main approaches:

1. **Expressing:** Assertively expressing anger is the healthiest way. Being assertive allows you to be respectful of yourself and others.

2. **Suppressing:** Anger can be suppressed, then converted or redirected. This happens when you hold in your anger, stop thinking about it and focus on something positive. The danger in this type of response – if outward expression is not allowed – your anger can turn inward – on yourself.

3. **Calming:** You can calm down inside. This means controlling your outward, as well as internal responses. Steps should be taken to lower your heart rate and let the angry feelings subside.

Relax:

- Breathe deeply, from your diaphragm
- Slowly repeat a calm word or phrase such as "relax" or "take it easy"
- Use imagery, visualize a relaxing experience
- Relax your muscles with slow, yoga-like exercises

let's talk about stroke | Prevention

let's talk about

High Blood Pressure and Stroke

What is high blood pressure (HBP)?

High blood pressure means that the force of the blood pushing against the sides of your arteries is consistently in the high range. This can lead to stroke, heart attack, heart failure or kidney failure.

Two numbers represent blood pressure. The higher (systolic) number shows the pressure while the heart is beating. The lower (diastolic) number shows the pressure when the heart is resting between beats. The systolic number is always listed first. Blood pressure is measured in millimeters of mercury (mm Hg).

Normal blood pressure is below 120/80 mm Hg. If you're an adult and your systolic pressure is 120 to 129, and your diastolic pressure is less than 80, you have elevated blood pressure. High blood pressure is a pressure of 130 systolic or higher, or 80 diastolic or higher, that stays high over time.

How does high blood pressure increase stroke risk?

High blood pressure is the single most important risk factor for stroke because it's the leading cause of stroke.

blood flow to brain cells. This is an ischemic str
High blood pressure causes damage to the inner l
of the blood vessels. This adds to any blockage t
already within the artery wall.

About 13 percent of strokes occur when a blood
ruptures in or near the brain. This is a hemorrha
stroke. Chronic HBP or aging blood vessels are
main causes of this type of stroke. HBP puts mo
pressure on the blood vessels until they can no lo
maintain the pressure and the blood vessel ruptu
over time.

Am I at higher risk for HBP?

There are risk factors that increase your chances
developing HBP. Some you can control, and som
can't.

Those that can be controlled are:

let's talk about **stroke** | Prevention

High Blood Pressure and Stroke

- Physical inactivity

Factors that cannot be modified or are difficult to control are:

- Family history of high blood pressure
- Race/ethnicity
- Increasing age
- Gender (males)
- Chronic kidney disease
- Obstructive sleep apnea

Socioeconomic status and psychosocial stress are also risk factors for HBP. These can affect access to basic living necessities, medication, healthcare providers, and the ability to adopt lifestyle changes.

How can I control high blood pressure?

- Don't smoke and avoid secondhand smoke.
- Lose weight if you're overweight.
- Eat a healthy diet that's low in sodium (salt), saturated fat, and *trans* fat.
- Eat fruits and vegetables, whole grains and low-fat dairy products. Include foods rich in potassium.

The only way to know if your blood pressure is high is to check it regularly. Know what your blood pressure should be and try to keep it at that level.

- Enjoy regular physical activity.
- Limit alcohol to no more than two drinks a day if you're a man and one drink a day if you're a woman.
- Take all medicines as prescribed to control your blood pressure.

HOW CAN I LEARN MORE?

1. Call 1-888-4-STROKE (1-888-478-7653) to learn more about stroke or find local support groups, or visit StrokeAssociation.org.
2. Sign up to get *Stroke Connection* magazine, a free magazine for stroke survivors and caregivers at strokeconnection.org.
3. Connect with others sharing similar journeys with stroke by joining our Support Network at strokeassociation.org/supportnetwork.

Do you have questions for the doctor or nurse?

Take a few minutes to write your questions for the next time you see your healthcare provider.

For example:

What should my blood pressure be?

How often should my blood pressure be checked?

My Questions:

We have many other fact sheets to help you make healthier choices to reduce your risk, manage disease or care for a loved one. Visit strokeassociation.org/letstalkaboutstroke to learn more.

American Heart | American Stroke

Life is why

©2017, American Heart Association

Take A Stand For Your Health.
Break Up Prolonged Sitting Today!

Neck Rotation/Stretch

Sit with your feet flat on the ground. Place your left hand on the top of your head and slowly tilt your head to the left. Apply gentle pressure to increase the stretch. Hold for 30 seconds and repeat on the other side.

Shoulder Rolls

Move your shoulders in a backward circular motion so that they are moving in an up, back and down direction.
Do NOT roll shoulders forward.
Repeat 10 times.

Seated Lateral Trunk Stretch

While in a seated position, raise up your arm and bend to the opposite side for a stretch.
Repeat 3 times and hold for 30 seconds each time.

Seated Hamstring Stretch

While seated, rest your heel on the floor with your knee straight and gently lean forward until you feel a stretch behind your knee/thigh.
Repeat 3 times and hold for 30 seconds each time.

Quad Stretch - Standing

While standing, bend your knee back behind and hold your ankle/foot.
Next, gently pull your knee into a more bent position.
Repeat 3 times and hold for 30 seconds each time.

Squat

While standing with feet shoulder width apart and in front of a chair that is facing you, bend your knees and lower your body towards the floor.
Repeat 10 times and hold for 2 seconds each time.

Standing Hamstring Curls

While standing, bend your knee so that your heel moves towards your buttock.
Repeat 10 times and hold for 2 seconds each time.

Source: www.getyourbottomsup.com

WE CAN HELP YOU WITH THAT

No matter your situation, chances are we can help you find a solution. Check out our extensive library of programs and services to help you with any work or life challenge that comes your way, and contact us when you need a hand. We're here to help.

Call us any time, any day.

We're here when you need us. Our dedicated staff of personal advocates can get you the information you need and guide you toward the right solution. We can:

- Assess your needs and develop a solution to help resolve your concerns
- Get you the help you need when you're in a crisis situation
- Provide up to 6 face-to-face sessions per issue per year with a mental health or substance abuse professional
- Connect you with the right mental health or substance abuse professional in your Cigna network
- Direct you to a variety of helpful resources in your community
- Show you how to get discounts on many health and wellness products through the Healthy Rewards® Program*

Get the support you need – right at your fingertips.

- Search for a mental health or substance abuse professional in your network
- Get educational materials on almost any work or life issue
- Take advantage of our Savings Center – free program for everyday savings of up to 25% on name brands and luxury items
- Take a self-assessment to see how you're doing
- Access our interactive tools and much more!

GO YOU™

Cigna.

Offered by: Connecticut General Life Insurance Company or Cigna Health and Life Insurance Company.

Make your life easier resources

Give us a call or go online under "FindWork Life Resources" to get up to five qualified referrals through LiveCONNECT or the Assisted Search option found under individual topics.

Adoption: Adopting a child can be one of the most wonderful, and stressful, times in an adoptive parent's life. Our adoption services provide all the support you need to help find the right adoption specialists and support groups to get you headed in the right direction.

Child Care: When it comes to child care, parents can face multiple challenges on any given day. From finding the right child care center to nanny, and everything in between, we'll connect you to the right solution for your family, and even introduce you to options that you may not have considered.

Convenience: These days, everyone is pressed for time and can use a helping hand. Even the good things in life require time and planning. Our convenience services can help you manage your home and recreation planning, and most all of your leisure needs.

Education: We understand the importance of your child's education, that's why we offer a comprehensive suite of education services for parents. From kindergarten to public schools to special programs and college preparation, we'll get the information you need to make the best decisions for your children.

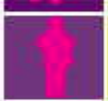
Financial Services: When it comes to finances, most of us need a little help now and then. If you'd like to talk with one of our qualified financial services specialists, we'll provide you with 30 days of free financial coaching, debt counseling and retirement planning. In addition, you can get 50% off on tax preparation when you take advantage of this service.

Identity Theft: If you think you might be a victim of identity theft, talk to one of our fraud resolution specialists. To start, we'll provide you with a 60-minute free consultation and make sure you have all the resources you need to protect yourself.

Legal: Some of life's events call for expert advice. When you need legal assistance, contact us. We'll provide you with a free 30-minute consultation – plus get up to a 25% discount on usual fees.

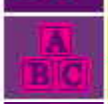
Parenting: If you're a parent, you want the best for your family, but might not always have the time or the answers you need. From the most basic to challenging, you'll get the help you need on topics ranging from toilet training to sibling rivalry.

Pet Care: Your pet is part of your family, so we understand the importance of finding solutions to any number of needs. From vets to dog walkers, our pet care services will help connect you with the right resources to ensure that your furry friends are well taken care of.



Prenatal Care: Our prenatal care services provide support throughout every exciting pregnancy stage leading up to birth. From core necessities such as nutrition and exercise to birthing methods and pre-planning, you'll find answers, the guidance and support you need through every stage of development.

Senior Care: Making the right decisions when it comes to managing important senior citizen care issues that arise in your family can be difficult. That's why we provide the information you need along with a support system to help guide you through the process.



Special Needs: For parents who face greater challenges than most, our special needs services and programs provide the support you want when facing childhood illness or disabilities. When it comes to making sure special needs families have the continuing support they need, we're here every step of the way.

Summer Care: Our summer care services provide parents with the resources to help find the right summer camps and programs for your kids, and address any special concerns your family might have.

To learn more, call 888.371.1125 or visit us online at:
www.CignaBehavioral.com and log in using your company's employer ID: cta

Cigna.

*Some Healthy Rewards programs are not available in all states. If your Cigna plan includes coverage for any of these services, this program is in addition to, not instead of, your plan coverage. A discount program is NOT insurance, and you must pay the entire discounted charge.

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EAP BENEFIT

(Chicago Transit Authority Employee Assistance Program, 888.371.1125

Your Employee Assistance Program (EAP) is available to help 24 hours a day, seven days a week.

EAP benefits are available to you and members of your household:

- **6 sessions available with an Employee Assistance Professional**
- **Confidential**
- **No cost**
- **Unlimited telephone consultations**
- **24-hour crisis line available seven days a week**
- **Work/Life support such as elder care, child care and pet care**
- **Financial services**
- **Legal services**
- **Online access to a network of EAP professionals and other resources via www.cignabehavioral.com**

Together, all the way.®

Cigna

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Conflict Resolution and Problem Solving Scenarios

Bus Operator Initial Training
Conflict Management and Problem-Solving
Scenarios

In solving any problem, objectives are necessary. In determining the effectiveness of the solution, these objectives must be understood. We must keep in mind their order of importance, which is also known as priority.

In situations where more than one objective must be satisfied, the best solution is one that meets all or as many as possible of the objectives in their order of importance.

Keep the following in mind when determining possible solutions to problems in your role as a CTA Bus Operator:

1. CTA Mission Statement: We deliver quality, affordable transit services that link people, jobs and communities.

2. CTA Goal: To provide safe, clean, on-time, courteous and efficient service.

3. CTA Values: We will accomplish our mission with a diverse workforce that is:
   - Courteous
   - Innovative
   - Motivated
   - Professional
   - Reliable
   - Results-Oriented

4. Rule 7(a): All rules, orders, bulletins, and instructions must be obeyed.

5. Rule 7 (b): Ignorance of the rules, bulletins and instructions will not be accepted as an excuse for failure to comply.

6. Rule 7 (c): Violation is cause for disciplinary action.

7. Rule 24 Use of Best Judgment: Should a situation requiring prompt action arise, which is not covered by the rules in the General Rule book, Departmental Rule book, executive orders, bulletins, or instructions the employee involved must use judgment in selecting the best course of action to follow, then report the action taken to management as soon as possible.

Read through the following scenarios and come up with the best possible solutions.

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Bus Operator Initial Training
Conflict Management and Problem-Solving
Scenarios

Scenario 1:

It is a snowy day and the buses in your route are running behind schedule. A customer board your bus and start yelling that now they are going to be late for work because two of your leaders did not stop to pick up customers at her stops. She is very agitated and would not stop yelling. What step would you take to resolve the situation?

_____
_____
_____
_____
_____

Scenario 2:

A customer boards your bus who appears to be intoxicated, and did not pay the fares, you request the fare, and he becomes unruly. What would you do to resolve the issue?

_____
_____
_____
_____
_____

Scenario 3:

Two customers on your bus started a dispute. The situation seems to be escalating very fast and they started to get physical. What steps would you take to resolve the situation?

_____
_____
_____
_____
_____

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Day Ten - Safety Notice of the Day

Day 10

Safety Notice!

Basics

- Remain in your seat with your safety barrier latched at all time while operating especially when dealing with upset customers

- Remember safety features when assisting customers

- Safety is always our number one priority

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Home Study Assignment #6

Bus Operator Initial Training Home Study Assignment #5 – Day 5

1. What are the procedures for passing a fixed object?
   _____

2. Operator should use their mirrors to verify that _____feet of clearance is available when passing other vehicles.

   a. 3-5 ft.
   b. 5-8 ft.
   c. 2 ft.
   d. 10 ft.

3. When making a left turn, which mirrors should the Bus Operator use to check clearance with vehicles and pedestrians?

   a. Flat and convex
   b. Front door mirror
   c. Rear-view mirror
   d. Bicycle mirror

4. When following moving traffic a Bus Operator should wait until the vehicle ahead of them has moved _____feet before they begin to accelerate.

5. If the rear door is obstructed by a parked vehicle the Operator should direct the alighting customers to exit at the front doors.

   a. True
   b. False

6. When customers load and unload their bicycles to and from the bike rack, what are thre procedures that the Bus Operator should follow?
   _____

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Bus Operator Initial Training Home
Study Assignment #5 – Day 5

7. It is important to watch out for obstructions both farside and nearside when curbing a bus.
   a. True
   b. False

8. How far before the intersection should a Bus Operator activate the right-turn indicator?
   _____

9. When curbing a bus, name two parts of an intersection that the bus must not cross.

   1

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DAY ELEVEN

Bus Operator Training

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P02-05 Corrective Action Guidelines - Accelerated Discipline for Local 241 Employees

Chicago Transit Authority
Transit Operations

Rail	file	X	Bus	file	X
	post	X		post	X
	spl.			other	
P02-05					

Supersedes P06-03

Personnel Bulletin

TO: All Concerned

SUBJECT: Corrective Action Guidelines – Accelerated Discipline for Local 241 Employees

EFFECTIVE: **IMMEDIATELY**

As a reminder, the following changes were made to the Corrective Action Guidelines in November of 2001. If you have any questions regarding the following violations, please contact a supervisor or manager.

Procedural/Performance Violations Which May Warrant Accelerated Discipline:

- Failure to deploy the lift when requested
- Passing up a disabled customer
- Failure to report a broken elevator when person has actual knowledge that the elevator is broken
- Failure to call out stops where required
- Failure to deploy a working bus stop audio-visual display (on buses equipped with the system)
- Touching a passenger, a passenger's assistive device or assistance animal without the permission of the passenger except in an emergency
- Deploying a lift in a curb cut or in another inappropriate location
- Failing to report a broken lift
- Failure to report broken automatic stop-calling equipment when person has actual knowledge that the equipment is broken

Behavioral Violation:

- Insolence or disrespect to a customer, including those with a disability.

Executive Vice President,
Transit Operations

RJG/cmb
(P02-05)
03-02-05

R1067_FOIA_20250813

SOP 7083 Form Reports: Report to Manager

cta	**Transit Operations** **Standard Operating Procedure**	**Publication Number:** **7083 (02-19-17)**	**Page 1 of 4**

Title:	**Form Reports: *Report to Manager***
Issued to:	Bus and Rail Operations Personnel
Approved by:	Robert L. Smith Chief Transit Officer
Supersedes:	Form Reports: *Report to Manager*, 7083 (01-24-16)

WHEN TO COMPLETE THE FORM

A *REPORT TO MANAGER*, form *cta 3785*, must be completed by both Bus and Rail Operations employees for the following events:

- An altercation between employees or an employee and customer
- An unusual customer service issue
- A fare dispute
- CTA property defective, damaged or vandalized
- Reimbursement for damaged personal property
- A lost CTA badge or identification card
- Miscellaneous incidents requiring the attention of the Transportation Manager
- Other occurrences as requested by the Transportation Manager
- A signed criminal complaint
- A criminal incident reported or witnessed
- A robbery or attempted robbery
- A fare card or other identification card that was confiscated
- Malfunctioning fare collection equipment that necessitates that customers ride free

Rail Operations employees additionally must complete the form to report:

- A service delay or interruption of 10 minutes or longer

Bus Operations employees additionally must complete the form to report:

- Incidents at the vault island
- A request for leave of absence
- Engaging the surveillance camera system “event-save” button (*General Bulletin G37-07*)

All *REPORT TO MANAGER* forms are printed on NCR (no carbon required) paper. Forward completed copies to the Manager.

NOTE: Completion of this report is in addition to other reports required for the particular incident, such as *Accident Incident Report, Miscellaneous Incident Report* or as directed by the Manager.

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Publication Number: 7083 (02-19-17)	Page 2 of 4
Title: Form Reports: REPORT TO MANAGER	

HOW TO COMPLETE THE FORM

If any information requested does not apply to the situation, enter *DNA* in the space. Do not leave any spaces blank.

1. Enter your garage or terminal.
2. Enter the date you are completing the report, not the date of the incident.
3. Indicate the nature of the incident (what happened that you are completing this report); for example:

   - *A robbery*
   - *A vandalized station*
   - *An injured passenger*
   - *A service delay*

4. Enter the date of the incident.
5. Enter the time of the occurrence.
6. Indicate the weather conditions at the time of the incident; for example:

   - *Rain*
   - *Snow*
   - *Sleet*
   - *Darkness*

7. Enter the route/line on which the incident occurred.
8. Enter the exact location of the incident; for example:

   - *218 E. 71st Street*
   - *Pulaski, Green Line Station, northbound platform*

9. If the incident occurred on a bus or train, indicate the direction of travel at the time of the occurrence.
10. Enter your run or trick number.
11. If a CTA vehicle is involved, for each affected vehicle enter the bus number or rail car numbers.
12. If the incident caused a service delay, indicate the length of the delay.
13. If police were involved, enter the star and beat numbers of the responding officers.
14. Enter the ambulance and fire truck numbers, if applicable.
15. If anyone was injured, enter the hospital(s) to which they were taken.
16. If there are witnesses, indicate how many. Include name(s) and contact information from completed Courtesy Cards in Summary of Facts, section 25.
17. Indicate how many passengers were aboard.
18. Enter the number of persons injured. Include their name(s) and contact information from completed Courtesy Cards in Summary of Facts, section 25.
19. Print your name.
20. Enter your badge number.
21. Enter your job title.
22. Enter the names of any other employees involved.
23. Enter the badge numbers of any other employees involved.
24. Enter the job titles of any other employees involved.

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Publication Number: 7083 (02-19-17)	Page 3 of 4
Title: Form Reports: REPORT TO MANAGER	

25. Write a brief description of the incident, which should include:

- Important information not listed in other sections of the report, including witness and injured persons' names and contact information and additional reports/forms completed.
- Further explanations of any information mentioned in other sections. If more room is needed, use additional pages.

26. Sign your name.

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Publication Number: 7083 (02-19-17)	Page 4 of 4
Title: Form Reports: REPORT TO MANAGER	

REPORT TO MANAGER

GARAGE/TERMINAL (1)	DATE THIS IS BEING WRITTEN (2)	
NATURE OF OCCURRENCE (3)		
DATE (4)	TIME (5)	WEATHER (6)
ROUTE/LINE (7)	LOCATION (8)	
DIRECTION (9)	RUN/TRICK (10)	BUS/RAILCAR NO(S). (11)
DELAY (12)	POLICE OFFICER STAR/BEAT NO(S). (13)	
FIRE/AMBULANCE NO(S). (14)	HOSPITAL (15)	
NO. OF WITNESSES (16)	NO. OF PASSENGERS (17)	NO. OF INJURIES (18)

YOUR NAME (19)	ID NO. (20)	JOB TITLE (21)
OTHER EMPLOYEES IN CREW OR INVOLVED	**ID NO(S).**	**JOB TITLE**
NAME (22)	(23)	(24)
NAME		
NAME		
NAME		

SUMMARY OF FACTS: (25)

(SIGNED) (26)

cta 3785 (rev. 2/16) Transit Operations

S:\SOPS\Both-Signed & In Effect\ 708302 (02-19-17).indd

R1067 – FOIA 20250813

SOP 8174 Bicycle Access on the Bus System

	Transit Operations Standard Operating Procedure	Publication Number: 8174 (09-29-24)	Page 1 of 7

Title: **Bicycles and Other Devices on the Bus System**

Issued to: All Bus Operations Personnel

Approved by: Chief Transit Officer

Supersedes: SOP Bicycles and Other Devices on the Bus System, 8174 (08-15-21)

INTRODUCTION

Customers with disabilities who use personal electric and standard micro-mobility devices instead of wheelchairs may bring the devices on board at all times.

When safety permits, other customers are permitted to travel with personal recreational micro-mobility devices (standard and electric stand-up scooters [e-scooters], standard bicycles, folding standard and folding electric bicycles, electric skateboards and others) on CTA buses adhering to age and other restriction policies.

Allowed Devices

There is no additional charge to store a bicycle on the bike rack, and no permit is required.

- **On the bus bike rack:** Customers wishing to travel with a standard bicycle on a CTA bus must secure their bicycle on the bus bike rack.
- **Allowed on board the bus:** Folding standard or folding electric bicycles may be brought aboard the bus at all times, and must be completely folded (closed) before boarding.

Operator Responsibilites for Bike Racks

Operators must have operating knowledge of all types of CTA bus bike racks. Operators must secure their bus before and during each customer loading or unloading from the bike rack. Before moving the bus, check all relevant mirrors to ensure that no one is loading or unloading a bicycle from the rack. **Operators must comply with SOP 7033 *Leaving a Service Stop*.**

RULES FOR BICYCLES AND OTHER MICRO-MOBILITY DEVICES

PROHIBITED AT ALL TIMES

The following devices are prohibited on CTA vehicles and bike racks at all times:

- All gas-powered bicycles, scooters and other personal micro-mobility devices.
- All commercially-owned or operated shared scooters, bicycles and other micro-mobility devices, regardless of their power source (for example, Divvy® bicycle share).

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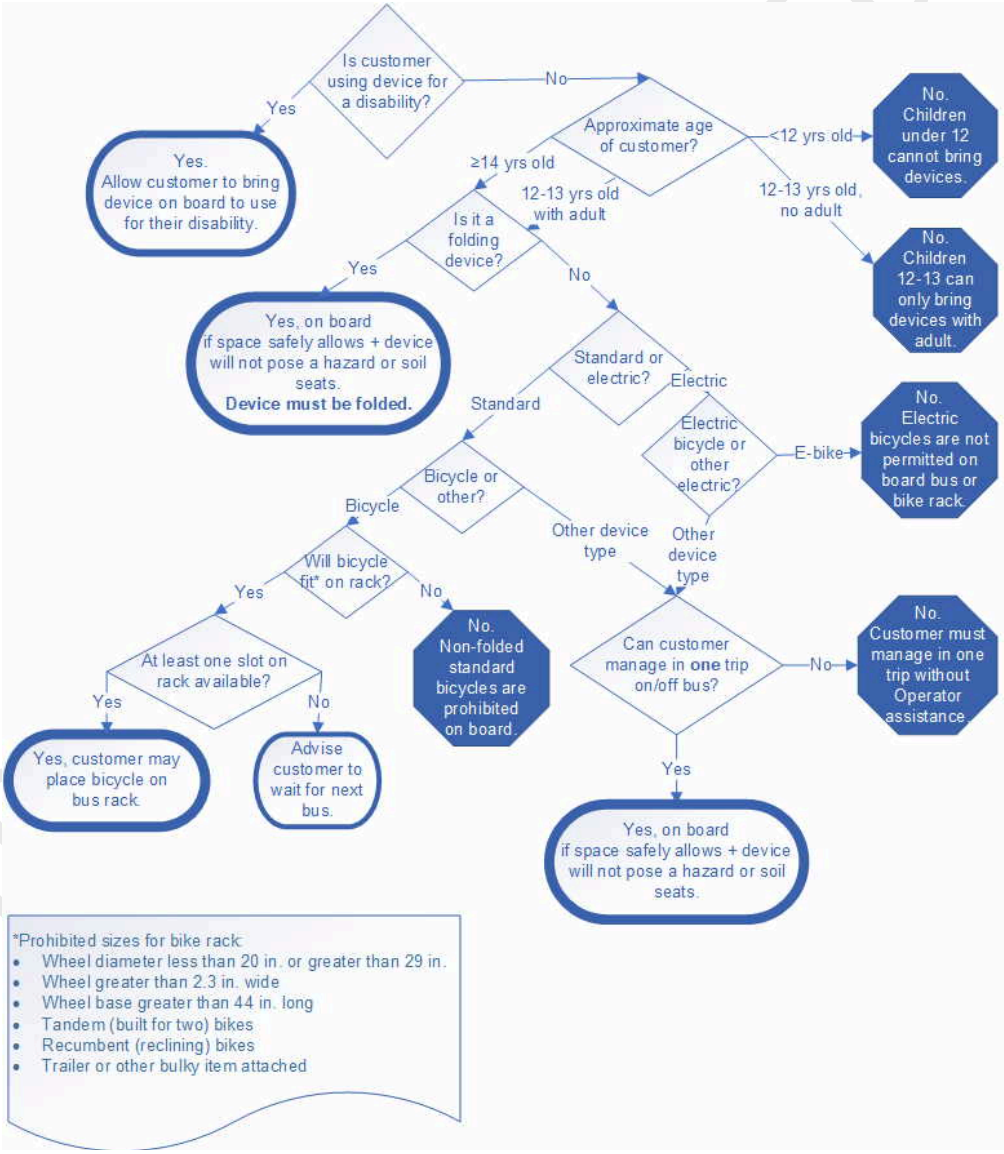
Publication number: 8174 (09-29-24)	Page 2 of 7
Title: Bicycles and Other Devices on the Bus System	

The following flowchart summarizes the details on pages 3 through 4.

Decision Tree for Micro-Mobility Devices on CTA Buses

Use the flowchart below to answer the question:

"Can the customer bring this micro-mobility device on board the bus or place the device on the bus bicycle rack?"


Is customer using device for a disability?
Yes
No
Yes. Allow customer to bring device on board to use for their disability.
Approximate age of customer?
<12 yrs old
No. Children under 12 cannot bring devices.
≥14 yrs old
12-13 yrs old with adult
12-13 yrs old, no adult
No. Children 12-13 can only bring devices with adult.
Is it a folding device?
Yes
No
Yes, on board if space safely allows + device will not pose a hazard or soil seats. Device must be folded.
Standard or electric?
Standard
Electric
Electric bicycle or other electric?
E-bike
No. Electric bicycles are not permitted on board bus or bike rack.
Bicycle or other?
Bicycle
Other device type
Other device type
Will bicycle fit* on rack?
Yes
No
No. Non-folded standard bicycles are prohibited on board.
At least one slot on rack available?
Yes
No
Yes, customer may place bicycle on bus rack.
Advise customer to wait for next bus.
Can customer manage in one trip on/off bus?
No
No. Customer must manage in one trip without Operator assistance.
Yes
Yes, on board if space safely allows + device will not pose a hazard or soil seats.
*Prohibited sizes for bike rack:
• Wheel diameter less than 20 in. or greater than 29 in.
• Wheel greater than 2.3 in. wide
• Wheel base greater than 44 in. long
• Tandem (built for two) bikes
• Recumbent (reclining) bikes
• Trailer or other bulky item attached

Publication number: 8174 (09-29-24)	Page 3 of 7
Title: Bicycles and Other Devices on the Bus System	

Customer Age Restrictions

- Customers 14 years of age and older may bring bicycles, scooters or other authorized devices onto a bus.
- Customers 12 and 13 years of age may do so when accompanied by an adult.
- Children under 12 years of age may not bring bicycles, scooters or other devices onto a bus.

Bike Rack Restrictions

- The bike rack can secure up to two bicycles at a time.
- Bicycles must have wheels that are 20 inches to 29 inches in diameter and no more than 2.3 inches wide.
- Bicycles must have a wheel base less than 44 inches long.
- The following devices **are prohibited** from being placed on the bus bike rack, as they will not fit in the bike rack:
  - Tandems (bicycles-built-for-two) and recumbents (bicycles that recline).
  - *Trailers, attached bulky items, flags or poles.
  - *Electric bicycles and all scooters.

*See Devices Permitted On Board the Bus for further restrictions.

- Customers are prohibited from using their own securing devices to attach bicycles to the bus bike rack.

On Board Restrictions

- Opened folding bicycles, non-folding electric bicycles and full-size standard bicycles are prohibited on board the bus.

Devices Permitted On Board the Bus

- If space safely allows, the following devices **are permitted** to be brought on board buses:
  - Personal electric and standard micro-mobility devices used instead of wheelchairs.
  - Folding bicycles (electric and standard), provided they are folded (closed) before boarding.
  - Personally-owned scooters (electric and standard).
  - Other personal micro-mobility devices.
- Devices brought on board the bus must be of a size that the customer can manage on their own in one trip on or off the bus.

CUSTOMER RESPONSIBILITIES

- Folding bicycles, scooters and other devices brought on board the bus must not be dirty or greasy to the point where they soil seats or other equipment, or create a nuisance or pose a hazard to other customers.

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- Customers must walk — never ride — bicycles, scooters, skateboards and other micro-mobility devices at all times on CTA property, including vehicles. **Employees should ask any customers riding micro-mobility devices to stop (unless the customer is using the micro-mobility device for a disability).**
- Customers must hold on to and secure their devices at all times aboard CTA vehicles to ensure the safety of other customers.
- Devices must not be placed on seats, must not block the aisles or doors of CTA vehicles and must not block access to Priority Seating.
- In the event of an evacuation, customers must leave the devices on the vehicle so that the devices do not compromise the safe evacuation of all customers from the bus.

BUS OPERATOR RESPONSIBILITIES

- Operators may advise customers boarding with scooters, folded bicycles and other devices to proceed to the rear of the bus. The rear of the bus would prevent blockages and allow the customer with the device to safely exit through the rear doors.
- Employees should always request that customers move from a Priority Seat if they are able to do so to accommodate people with disabilities. However, you cannot require or force anyone to move. See SOP 8005 *Assisting Seniors and Customers With Disabilities on the Bus System*.

Pre-Pullout Check

CTA currently uses a bike rack design with spring-loaded support arm with hook.

- Check for missing or protruding screws and bolts and sharp metal edges.
- Make sure that the bike rack lowers, raises and moves freely from its locked position.
- Ensure that the bike rack can lock into the secured position.
- Check that both spring-loaded support arms operate smoothly and that there are no protruding sharp edges.
- Adjust bike rack view mirror to maximize the view of the rack.

SAFETY REMINDER

- **Always place bus in neutral and apply the parking brake before allowing customers to store or remove their bicycle.**
- **Operators must comply with SOP 7033 *Leaving a Service Stop*.**

BIKE RACK LOADING PROCEDURE

Customers must load and unload their bicycles to and from the bike rack. If customers request assistance, Operators must offer **verbal** assistance and remain on the bus.

The bus must always be secured before the customer approaches the bike rack. Before a customer loads a bike on the rack:

- Apply the service brake.

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- Place bus in neutral.
- Apply the parking brake.
- Open the front door and kneel the bus. Leave the doors open until the customer safely loads the bicycle onto the bike rack and has safely boarded the bus.
- If a customer attempts to mount a prohibited device on a bus bike rack, politely ask them to remove the device.
- Caution them to remove any items from the bicycle that may fall off while the bus is moving.
- Caution the customer to approach the bike rack from the curbside only, not the traffic side.
- Request that the customer use the slot nearest the bus first if the bike rack is empty.

If customers need assistance, only give verbal instructions. Direct them to:

- Squeeze the handle located in the center of the bike rack to release the latch.
- Lower the rack with one hand while supporting the bicycle with the other.
- Lift the bicycle onto the bike rack, placing the front tire into the slot labeled *PLACE FRONT WHEEL HERE* (Figure 1).

Figure 1: Empty Bike Rack

- Pull the spring-loaded support arm labeled *PULL HOOK OUT AND OVER TIRE* up and over the front tire so that the hook rests on the highest point of the wheel (Figure 2 and Figure 3).

Figure 2: Occupied Bike Rack

Figure 3: Overhead View of Hook

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- If the customer needs assistance, mention that there is a bike rack at 567 W. Lake Street on the Jefferson Street side for customers to practice loading and unloading bicycles from the rack.

Once the customer has loaded the bicycle onto the bike rack, use the bike rack view mirror to visually check that each bicycle is properly secured on the bike rack.

Only when customers have moved away from the front of the bus and boarded, release the parking brake, place the bus in Drive and leave the service stop according to standard operating procedures. **Operators must comply with SOP 7033 *Leaving a Service Stop*.**

BIKE RACK UNLOADING PROCEDURE

Before allowing a customer to remove their bicycle from the rack:

- Place bus in neutral.
- Apply the parking brake.
- Lower the bus and leave the doors open until the customer safely removes the bicycle from the bike rack.
- If customers need assistance, only give verbal instructions. If a customer requests assistance removing a bicycle, instruct the customer to remove the spring-loaded support arm from the front tire, return it to its cradle and lift the bicycle from the bike rack.

After Removal of a Bicycle from the Rack

- If there are no bicycles remaining on the bike rack and no other customers are waiting to use it, the Operator must use the bicycle rack view mirror to ensure that the bike rack is properly raised and secured before departing.
- Only when customers have moved away from the front of the bus with their bicycle, release the parking brake, place the bus in Drive and leave the service stop according to standard operating procedures. **Operators must comply with SOP 7033 *Leaving a Service Stop*.**

STARTING, STOPPING, TURNING AND CURBING PROCEDURES

Whenever stopping behind vehicles either in traffic or a bus stop zone, stop ten feet back if the bike rack is in the closed position, and 14 feet back if the bike rack is extended.

In the closed position, the bike rack adds approximately eight inches to the overall length of the bus. An extended bike rack adds approximately four feet to the overall length of the bus. **Whenever the bike rack is extended:**

- Be aware of the cushion of safety around the bus.
- If there is a vehicle ahead of the bus, wait until the vehicle has moved at least nineteen feet before starting.
- Add four feet to the normal following distance between the front of the bus and the vehicle ahead. (See SOP 7029 *Following Moving Traffic*.)
- When curbing the bus, be especially cautious of the extended front overhang.
- When stopping at crosswalks, do not allow the bike rack to extend past the crosswalk lines.

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Publication number: 8174 (09-29-24)	Page 7 of 7
Title: Bicycles and Other Devices on the Bus System	

- When making a left turn, stop with the front edge of the bike rack at the center line of the intersecting street. Turn while watching the front overhang and surrounding vehicles, pedestrians and fixed objects. Be especially cautious if vehicles are parked close to the corner curb or if there are fixed objects on the right.
- When making a right turn, make sure that the front overhang of the bike rack will clear oncoming vehicles in traffic.

BICYCLE LEFT ON THE BIKE RACK OR DEVICES LEFT ON BOARD

If a bicycle is left on the rack or another micro-mobility device is left on the bus, it is treated as a lost and found item. As soon as the Operator is aware of a bicycle left on the bus:

- Notify the Controller via an RTT sent from the Clever Devices Transit Control Head (TCH).
- If applicable, notify the relief Operator that Control Center Operations is aware.

When the bus returns to the garage for any reason:

- Remove the bicycle from the rack or device from the bus.
- Complete a CTA Form 3113 *Lost and Found Tag.*
- Attach the CTA Form 3113 *Lost and Found Tag* to the bicycle or other micro-mobility device.
- Turn the tagged device in to the garage clerk on duty.
- Store the bicycle or other micro-mobility device as instructed by the garage clerk.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

S:\SOPS\BUS - Signed & In Effect- INDD\817404 (09-29-24).indd

R1067_FOIA_20250813

CTA Form 4094 Contact with Vehicle/Pedestrian/Fixed Object

To be used for a collision or other contact between a CTA Surface vehicle and another vehicle, pedestrian, or fixed object.
CONFIDENTIAL - For the use of trial attorney in preparation for litigation.

CONTACT WITH VEHICLE/PEDESTRIAN/FIXED OBJECT

Reporting employee: You are required to fill in every shaded field on the top portion of this form as neatly and clearly as possible. Circle the appropriate category or write in your answer. Complete the front and back of this report and do not leave any area blank. Use ink. PLEASE PRINT

ncident classification for **manager use only**
☐ Occurrence (please circle below)
☐ Accident Type: I II

Date of incident	Day of incident	Time of incident	Garage/Terminal

Line	Route #	Run #	Vehicle #	Vehicle model/ series

Exact address of incident (Example: 220 S Michigan Ave)	City	Nearest bus stop

CTA vehicle was: Articulated bus Standard bus Auto Other$_{specify}$	**Collision was with:** Vehicle Pedestrian Fixed object CTA vehicle
CTA vehicle was: Standing Starting Stopping Moving	CTA vehicle license number and year

If incident occurred at bus stop, stop was: Nearside Farside Midblock Other$_{specify}$

Trip was: Regular Pull In Pull out Reroute Other$_{specify}$

Weather at time of incident: Clear Rain Ice Snow Fog	**Pavement:** Dry Wet Ice Other$_{specify}$	**Visibility:** Clear Bright sun Foggy

Number of passengers on board:	Number of courtesy cards received:	Approximate speed of CTA vehicle at time of incident:	Direction of CTA vehicle: N S E W NE NW SE SW

Was reporting officer present during time of incident? Y N	,fter incident Y N	/as ticket issued Y N	f so, to whom?	Ticket #	Court date	Court time	Court room

What was the charge, if any?	Reporting officer's name	Star #	District

COMPLETE FOR EMPLOYEE INVOLVED IN INCIDENT

EMPLOYEE INFORMATION

Last name:	First name	M.I.	Badge #	Sex	Length of service Yrs Mos	ate of birth (MM/DD/YY

Job title: Motorman Operator Customer assistant Supervisor Other$_{specify}$

Employee's driver's license number	Hire Date	Qualification date in title

SUPERVISOR INFORMATION

Was supervisor called to the scene? Y N	Name	Call/Code #	Badge #

If incident occurred at intersection, place an X in the box(es) *above the sign(s)* which faced you - **CTA vehicle**

Place an X in the box(es) *below the sign(s)* which faced **the other vehicle**

☐	☐	☐	☐	☐	☐	☐	☐
				NO TURN ON RED	NO LEFT TURN	NO SIGN	OTHER specify
☐	☐	☐	☐	☐	☐	☐	☐

If traffic light faced you, what color was it when you entered the intersection?	Was it functioning? Y N

Place an X on the exact point on the CTA vehicle first touched by the other object. Write in CTA vehicle #.

Place an X on the exact point on the other object first touched by the CTA vehicle

Standard bus

Articulated bus

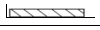
Truck

Auto

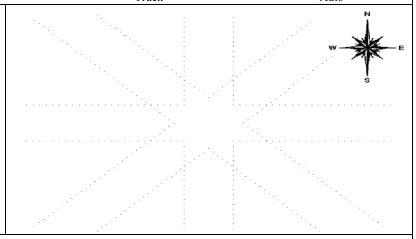
- Illustrate any defect in pavement or obstructions in the area
- Draw solid lines to indicate path(s) of vehicle(s) before the incident
- Draw broken lines to indicate path(s) after the incident
- Include name(s) of street(s), and if mid-block, give house number
- Indicate one-way or two-way street
- Include position of CTA vehicle, other vehicles involved, pedestrians, fixed objects, and traffic signs or signals
- Number the other vehicles
- Use these symbols if necessary:

 center line

 lane divider

 safety island

pedestrian



State briefly how incident occurred. Include the direction of the other vehicle or pedestrian and location of the fixed object where applicable.

	Senior(s) involved? Y N

CTA 4094 (rev. 05/09) Safety/Claims

R106 FOIA 0813

Describe damage to CTA property.
Remarks of other parties:

COMPLETE EACH SECTION THAT APPLIES. YOU MAY USE ADDITIONAL SHEETS IF NECESSARY.

OTHER VEHICLE

How many vehicles were involved? How many impacts occurred?

COMPLETE FOR OTHER VEHICLE NO.1

Vehicle was: CTA vehicle Auto Truck Motorcycle Bicycle Other$_{specify}$

Vehicle was: Standing Moving in its lane Changing lanes Stopping Turning Backing up Parked Other$_{specify}$

Direction of other vehicle at time of incident N S E W NE NW SE SW | Approximate speed of other vehicle: | Number of passengers:

Vehicle make | Model | Year | Color | Vehicle license # | Year | State

Driver's name | Driver's license # | Home phone | Business phone

Driver's street address | City | State | Zip code

Owner's name:

Owner's street address | City | State | Zip code

Name of insurance company or agent | Describe property damage

COMPLETE FOR OTHER VEHICLE NO.2

Vehicle was, CTA vehicle Auto Truck Motorcycle Bicycle Other$_{specify}$

Vehicle was, Standing Moving in its lane Changing lanes Stopping Turning Backing up Parked Other$_{specify}$

Direction of other vehicle at time of incident N S E W NE NW SE SW | Approximate speed of other vehicle: | Number of passengers:

Vehicle make | Model | Year | Color | Vehicle license # | Year | State

Driver's name | Driver's license # | Home phone | Business phone

Driver's street address | City | State | Zip code

Owner's name:

Owner's street address | City | State | Zip code

Name of insurance company or agent | Describe property damage

OTHER CTA VEHICLE

If collision was with other CTA vehicle, other vehicle was:
Bus Train Auto Other$_{specify}$

If collision was with other CTA vehicle, give:
Vehicle #: Route: Run #
Garage:

FIXED OBJECT

Description of object | Owner's name

Exact location of object | Owner's street address

Describe damage to object | City | State | Zip code

PEDESTRIAN/ INJURY

COMPLETE ONE SECTION FOR EACH PERSON CLAIMING BODILY INJURY OR PROPERTY DAMAGE

PERSON NO. 1	PERSON NO. 2	PERSON NO. 3
Last name / First name / M.I.	Last name / First name / M.I.	Last name / First name / M.I.
Street address		
City / State / Zip code	City / State / Zip code	City / State / Zip code
Home phone / Business phone	Home phone / Business phone	Home phone / Business phone
Sex / Date of birth / Taken by whom	Sex / Date of birth / Taken by whom	Sex / Date of birth / Taken by whom
Taken to:	Taken to:	Taken to:
Describe physical handicap, if any / Footwear	Describe physical handicap, if any / Footwear	Describe physical handicap, if any / Footwear
Observable injuries or complaints	Observable injuries or complaints	Observable injuries or complaints
Describe property damage	Describe property damage	Describe property damage
Person was:	**Person was:**	**Person was:**
Passenger in other vehicle / CTA passenger	Passenger in other vehicle / CTA passenger	Passenger in other vehicle / CTA passenger
Owner of other vehicle / Pedestrian	Owner of other vehicle / Pedestrian	Owner of other vehicle / Pedestrian
Owner/driver of other vehicle / CTA employee	Owner/driver of other vehicle / CTA employee	Owner/driver of other vehicle / CTA employee
Driver of other vehicle / Other$_{specify}$	Driver of other vehicle / Other$_{specify}$	Driver of other vehicle / Other$_{specify}$

I certify that the information given in this report is thorough, accurate and factual.

Employee's signature	Time incident reported	Date reported	Signature of immediate supervisor **reviewing** report	Date received

CTA 4094 (rev. 05/09) Safety/Claims

R1009-FOIA-20250813

CTA Form 3594 Equipment Inspection Request

EQUIPMENT INSPECTION REQUEST

_____Garage

To Garage Foreman:

Please inspect Bus No._____which was involved in

BOARDING	ALIGHTING	FALL IN BUS	COLLISION VEHICLE	COLLISION PERSON	COLLISION BUSES	COLLISION FIXED OBJECT	MISC.
☐	☐	☐	☐	☐	☐	☐	☐

How was bus signed in? _____

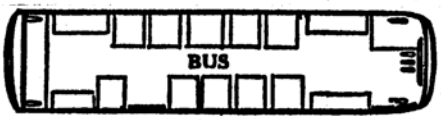
If there was contact with vehicle(s) or object(s) identify point(s) of contact.

_____

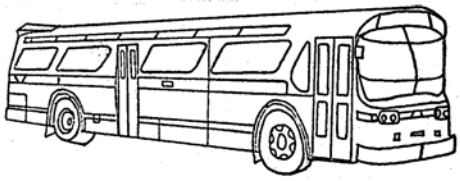
If there was contact with vehicle(s), describe vehicle(s)._____

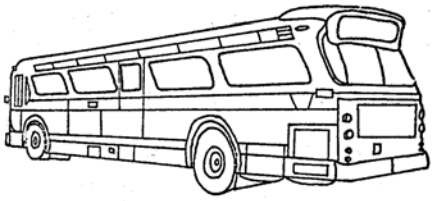
POINT OF CONTACT

Show points of contact by cross-hatching diagram:



Front





Date of Incident _____ Time_____ Run No._____

Line_____ Location _____

Inspection Requested by:_____ Badge No._____
Operator's Name

Date this Report was written_____ Time turned in_____

This Section to be filled out by Equipment Engineering & Maintenance:

1. Condition of Bus
   - A. ☐ Good
   - B. ☐ Defective_____
2. If Accident, Condition of Brakes
   - A. ☐ Good
   - B. ☐ Defective_____

cta 3594 (rev. 10/84) Transportation Personnel

CTA Form 4095 Boarding, On-Board, Alighting Bus Incident Report

To be used for any incident while boarding, on board, or alighting a bus which does not involve a collision.
CONFIDENTIAL - For the use of trial attorney in preparation for litigation.

BOARDING, ON BOARD, ALIGHTING BUS INCIDENT REPORT

Reporting employee: You are required to fill in every shaded field on the top portion of this form as neatly and clearly as possible. Circle the appropriate category or write in your answer. Complete the front and back of this report and do not leave any area blank. Use ink. PLEASE PRINT

ncident classification for **manager use only**
☐ Occurrence (please circle below)
☐ Accident Type: I II

Date of incident	Day of incident	Time of incident	Garage/Terminal

Line	Route #	Run #	Vehicle #	Vehicle model/ series

Incident occurred while: Boarding On board Alighting **Bus was:** Articulated Standard

Type of incident: Fall Other$_{specify}$

Exact address of incident (Example: 220 S Michigan Ave)	City	Nearest Bus Stop

If incident occurred at bus stop, stop was: Nearside Farside Midblock Other$_{specify}$

Trip was: Regular Pull In Pull out Reroute Other$_{specify}$

Weather at time of incident: Clear Rain Ice Snow Fog	**Pavement:** Dry Wet Ice Other$_{specify}$	**Visibility:** Clear Bright sun Foggy
CTA vehicle was: Standing Starting Stopping Moving forward	**Bus/Rail floor:** Dry Wet Other$_{specify}$	**Bus/Rail steps:** Dry Wet Wet (snow) Other$_{specify}$

Number of passengers on board:	Number of courtesy cards received:	Approximate speed of CTA vehicle at time of incident:	Direction of CTA vehicle: N S E W NE NW SE SW

Was reporting officer present during time of incident? Y N	,fter incident? Y N	/as ticket issued: Y N	f so, to whom?	Ticket #	Court date	Court time	Court room

What was the charge, if any?	Reporting officer's name	Star #	District

EMPLOYEE INFORMATION

COMPLETE FOR EMPLOYEE INVOLVED IN INCIDENT

Last name:	First name	M.I.	Badge #	Sex	Length of service Yrs Mo:	ate of birth (MM/DD/YY

Job title: Motorman Operator Customer assistant Supervisor Other$_{specify}$

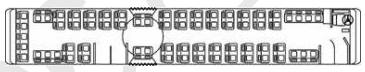
Employee's driver's license number	Hire date	Qualification date in title

SUPERVISOR INFORMATION

Was supervisor called to the scene? Y N	Name	Call/Code #	Badge #

VEHICLE INFORMATION

Place an X on the exact point on the vehicle where incident occurred.


Articulated bus

Standard bus

State briefly how incident occurred including any contributing factors.

	Senior(s) involved? Y N

CTA 4095(rev. 5/09) Safety/Claims

Describe damage to CTA property.

What action(s) of other parties caused or contributed to the incident? If vehicle, describe vehicle including license number, make, model and color.

Remarks of other parties:

BODILY INJURY OR PROPERTY DAMAGE

COMPLETE ONE SECTION FOR EACH PERSON CLAIMING BODILY INJURY OR PROPERTY DAMAGE

PERSON NO. 1	**PERSON NO. 2**	**PERSON NO. 3**
Last name / First name / M.I.	Last name / First name / M.I.	Last name / First name / M.I.
Street address	Street address	Street address
City / State / Zip code	City / State / Zip code	City / State / Zip code
Home phone / Business phone	Home phone / Business phone	Home phone / Business phone
Sex / Date of birth / Taken by whom	Sex / Date of birth / Taken by whom	Sex / Date of birth / Taken by whom
Taken to:	Taken to:	Taken to:
Describe physical handicap, if any / Footwear	Describe physical handicap, if any / Footwear	Describe physical handicap, if any / Footwear
Observable injuries or complaints	Observable injuries or complaints	Observable injuries or complaints
Describe property damage	Describe property damage	Describe property damage
Person was: CTA passenger CTA employee Other$_{specify}$	**Person was:** CTA passenger CTA employee Other$_{specify}$	**Person was:** CTA passenger CTA employee Other$_{specify}$
At time of incident, person was Standing Sitting Getting up Stepping from curb to step Stepping from step to bus floor Stepping from bus floor to step Stepping from step to curb In contact with doors opening In contact with doors closing Approaching bus, _____ft from bus Leaving bus, _____ft from bus Other$_{specify}$	**At time of incident, person was** Standing Sitting Getting up Stepping from curb to step Stepping from step to bus floor Stepping from bus floor to step Stepping from step to curb In contact with doors opening In contact with doors closing Approaching bus, _____ft from bus Leaving bus, _____ft from bus Other$_{specify}$	**At time of incident, person was** Standing Sitting Getting up Stepping from curb to step Stepping from step to bus floor Stepping from bus floor to step Stepping from step to curb In contact with doors opening In contact with doors closing Approaching bus, _____ft from bus Leaving bus, _____ft from bus Other$_{specify}$
Type of doors Front Rear: □Push out □Touch bar	**Type of doors** Front Rear: □Push out □Touch bar	**Type of doors** Front Rear: □Push out □Touch bar
How many passengers boarded/alighted before?	**How many passengers boarded/alighted before?**	**How many passengers boarded/alighted before?**
How many passengers boarded/alighted after?	**How many passengers boarded/alighted after?**	**How many passengers boarded/alighted after?**

I certify that the information given in this report is thorough, accurate and factual.

Employee's signature	Time incident reported	Date reported	Signature of immediate supervisor **reviewing** report	Date received

CTA 4095(rev. 5/09) Safety/Claims

R1001 FOIA 20250813

CTA Form 4092 Miscellaneous Incident Report

MISCELLANEOUS INCIDENT REPORT

To be used for miscellaneous incidents.
CONFIDENTIAL - For the use of trial attorney in preparation for litigation.

Reporting employee: You are required to fill in every shaded field on the top portion of this form as neatly and clearly as possible. Circle the appropriate category or write in your answer. Complete the front and back of this report and do not leave any area blank. Use ink. PLEASE PRINT.

Incident classification for **manager use only**
☐ Occurrence (please circle below)
☐ Accident Type: I☐ II☐

Date of incident	Day of incident	Time of incident	Garage/Terminal

Line	Route #	Run #	Vehicle #	Vehicle model/series

Incident occurred on/at: ☐Articulated bus ☐Standard Bus ☐Train ☐Platform ☐Tracks ☐Escalator ☐Stairs ☐Bay(#)
☐Terminal ☐Bus shelter ☐Agent booth ☐Mezzanine ☐Tunnel ☐Ramp ☐Passageway ☐Turnstiles ☐Other (specify)

Type of incident:

Exact address of incident (Example: 220 S Michigan Ave) City

Weather at time of incident:	**Pavement:**	**Visibility:**
☐Clear ☐Rain ☐Ice ☐Snow ☐Fog	☐Dry ☐Wet ☐Ice ☐Other specify	☐Clear ☐Bright sun ☐Foggy

Number of passengers on board:	Number of courtesy cards received:	Approximate speed of CTA vehicle at time of incident:	Direction of CTA vehicle: ☐Inner loop ☐N ☐S ☐E ☐W ☐NE ☐NW ☐SE ☐SW ☐Outer loop

Was reporting officer present during time of incident? Y☐ N☐	After incident? Y☐ N☐	Was ticket issued? Y☐ N☐	If so, to whom?	Ticket #	Court date	Court time	Court room

What was the charge, if any?	Reporting officer's name	Star #	District

EMPLOYEE INFORMATION

COMPLETE FOR EMPLOYEE INVOLVED IN INCIDENT

Employee name:	Badge #	Sex	Length of service Yrs Mos	Date of birth (MM/DD/YY)

Job title: ☐Motorman ☐Operator ☐Customer assistant ☐Supervisor ☐Other specify

Employee's driver's license number	Hire date	Qualification date in title

SUPERVISOR INFORMATION

Was supervisor called to the scene? Y☐ N☐	Name	Call/Code #	Badge #

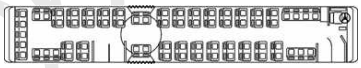
For train incidents, place an X on the exact point on the car where incident occurred. Length of train

Head car no. car no. car no. car no. car no. car no. car no. car no.

For train accidents, where was reporting employee stationed when the incident occurred?

For station accidents, note location of escalator, elevator, station or turnstile involved.

For bus incidents, place an X on the exact point on the car where incident occurred.



Articulated bus

Standard bus

State briefly how incident occurred.

Senior (s) involved? Y☐ N☐

cta 4092 (rev. 01/16) Safety/Claims

R1067 - 13

Describe damage to CTA property.
Remarks of other parties:

COMPLETE EACH SECTION THAT APPLIES. YOU MAY USE ADDITIONAL SHEETS IF NECESSARY.

STAIRS

Location of stairs on which person fell

Stairs were: ☐ Inside, first stair in from entrance ☐ Inside, second stair in from entrance ☐ Exposed to weather ☐ Outside but covered ☐ Other specify

Stairs were: ☐ OK ☐ Dry ☐ Sanded ☐ Wet ☐ Icy ☐ Snowy ☐ Slushy ☐ Debris — Stairway number

Flight: ☐ Top ☐ Middle ☐ Bottom — Number of steps from top: — Number of steps from bottom:

Person was: ☐ Going up ☐ Climbing down ☐ Standing ☐ Other specify

ESCALATOR

Location of escalator — Escalator number

Person was: ☐ Going up ☐ Climbing down — **Escalator was:** ☐ Going up ☐ Coming down ☐ Not in motion

If escalator was not moving, were there barricades across top and bottom entrances to keep passengers off the escalator? Y☐ N☐

Was escalator being cleaned or repaired? Y☐ N☐

PLATFORM

Direction of CTA vehicle: ☐N ☐S ☐E ☐W ☐NE ☐NW ☐SE ☐SW

Station

If incident occurred on or near platform, was platform crowded? Y☐ N☐

BODILY INJURY OR PROPERTY DAMAGE

COMPLETE ONE SECTION FOR EACH PERSON CLAIMING BODILY INJURY OR PROPERTY DAMAGE

PERSON NO. 1	PERSON NO. 2	PERSON NO. 3
Last name / First name / M.I.	Last name / First name / M.I.	Last name / First name / M.I.
Street address	Street address	Street address
City / State / Zip Code	City / State / Zip Code	City / State / Zip Code
Home phone / Business phone	Home phone / Business phone	Home phone / Business phone
Sex / Date of Birth / Taken by whom	Sex / Date of Birth / Taken by whom	Sex / Date of Birth / Taken by whom
Taken to:	Taken to:	Taken to:
Describe physical handicap, if any / Footwear	Describe physical handicap, if any / Footwear	Describe physical handicap, if any / Footwear
Observable injuries or complaints	Observable injuries or complaints	Observable injuries or complaints
Describe property damage	Describe property damage	Describe property damage
Person was: ☐ CTA passenger ☐ Pedestrian ☐ CTA employee ☐ Other specify	**Person was:** ☐ CTA passenger ☐ Pedestrian ☐ CTA employee ☐ Other specify	**Person was:** ☐ CTA passenger ☐ Pedestrian ☐ CTA employee ☐ Other specify
Activity of person at time of incident: ☐ Walking ☐ Standing ☐ Sitting ☐ Other specify	**Activity of person at time of incident:** ☐ Walking ☐ Standing ☐ Sitting ☐ Other specify	**Activity of person at time of incident:** ☐ Walking ☐ Standing ☐ Sitting ☐ Other specify
Location of person at time of incident: ☐ Platform ☐ Escalator ☐ Mezzanine ☐ Other specify ☐ Turnstiles ☐ Passageway ☐ Agent booth ☐ Bus shelter ☐ Bus ☐ Train ☐ Ramp ☐ Stairs ☐ Tracks	**Location of person at time of incident:** ☐ Platform ☐ Escalator ☐ Mezzanine ☐ Other specify ☐ Turnstiles ☐ Passageway ☐ Agent booth ☐ Bus shelter ☐ Bus ☐ Train ☐ Ramp ☐ Stairs ☐ Tracks	**Location of person at time of incident:** ☐ Platform ☐ Escalator ☐ Mezzanine ☐ Other specify ☐ Turnstiles ☐ Passageway ☐ Agent booth ☐ Bus shelter ☐ Bus ☐ Train ☐ Ramp ☐ Stairs ☐ Tracks

I certify that the information given in this report is thorough, accurate and factual.

Employee's signature	Time incident reported	Date reported	Signature of immediate supervisor **reviewing** report	Date received

cta 4092 (rev. 01/16) Safety/Claims

R157 – FOIA 20250813

CTA Form 3785 Report to Manager

REPORT TO MANAGER

GARAGE/TERMINAL	DATE THIS IS BEING WRITTEN
NATURE OF OCCURRENCE	

DATE	TIME	WEATHER
ROUTE/LINE	LOCATION	
DIRECTION	RUN/TRICK	BUS/RAILCAR NO(S).
DELAY		POLICE OFFICER STAR/BEAT NO(S).
FIRE/AMBULANCE NO(S).		HOSPITAL
NO. OF WITNESSES	NO. OF PASSENGERS	NO. OF INJURIES

YOUR NAME	ID NO.	JOB TITLE
OTHER EMPLOYEES IN CREW OR INVOLVED	**ID NO(S).**	**JOB TITLE**
NAME		
NAME		
NAME		
NAME		

SUMMARY OF FACTS:

(SIGNED)

cta 3785 (rev. 2/16) Transit Operations

R1067_FOIA_20250813

CTA Form 3102 Pay Slip for Full Time Operator Working Additional Time on a Block Run

PAY SLIP FOR FULL-TIME OPERATOR WORKING ADDITIONAL TIME ON A BLOCK RUN

COPY FROM RUN SCHEDULE

	Hrs.	Min.	Clerk's Check
1. From _____ to _____ (1st Portion)			
2. From _____ to _____ (2nd Portion)			
3. Report and Travel Allowance (from run)			
4. Additional Report, Travel and Pullout Allowance (if any)			
5. Sum of Lines 1 thru 4			
6. Enter Pay Hours From Run			
7. Balance of Line 5 Minus Line 6			

Day & Date _____ 20 ____ Day Code (1 to 7) ☐

Garage _____ Area ☐☐☐☐ Route # ☐☐☐

Route Name _____ Run # _____

Bus Operator _____ Badge # _____

			ACCOUNTING DEPARTMENT USE ONLY	
Reasons for Extra Pay	Check One	21 Shift	22-28 Pay Hours	31-32 Dev. Code
Traffic Delays	☐			21
Fill Schedule	☐			22
Extra Revenue Service	☐			23

☐ No other work was performed.
☐ I worked run # _____ this day scheduled to pay _____ hours.
☐ I did other work this day described below: _____

_____

Time Correct _____ Clerk Approved _____ Manager

cta 3102 (rev. 09/06) Transit Operations

R106-50813

CTA Form 3102 Pay Slip for Full Time Operator Working Additional Time or Extra Revenue Service

PAY SLIP FOR FULL-TIME OPERATOR WORKING ADDITIONAL TIME OR EXTRA REVENUE SERVICE

COPY FROM RUN SCHEDULE

	Hrs.	Min.	Clerk's Check
1. From _____ to _____ (1st portion)			
2. From _____ to _____ (2nd portion)			
3. Report and Travel Allowance (from schedule for regular run)			
4. Scheduled Overtime			
5. Scheduled Spread			
6. Additional Report, Travel and Pullout Allowance (if any)			
7. Sum of Lines 1 thru 6			
8. Enter Pay Hours from Regular Run if Worked			
9. Balance of Line 7 Minus Line 8			
10. Less Straight Time on 2nd Run (from daily operator record)	(	)	
11. Total Extra Pay (lines 9, 10)			

To be submitted on Miscellaneous Report	Hrs.	Min.	Clerk's Check
Additional Platform (if any) Deviation 25			
Additional Spread for Extra Trips or Runs (does not apply on regular runs, late due to traffic or emergency delays) Deviation 26			

Day & Date _____ 20 ____ Day Code (1 to 7) ☐

Garage _____ Area ☐☐☐☐ Route # ☐☐☐

Route Name _____ Run # _____

Bus Operator _____ Badge # _____

Reasons for Extra Pay	Check One	21 Shift	22-25 Pay Hours	31-32 Dev. Code
Traffic Delays	☐			21
Fill Schedule	☐			22
Extra Revenue Service	☐			23

ACCOUNTING DEPARTMENT USE ONLY

☐ No other work was performed.
☐ I worked run # _____ this day scheduled to pay _____ hours.
☐ I did other work this day described below: _____

Time Correct _____ Clerk Approved _____ Manager

cta 3104 (rev. 09/06) Transit Operations

R106-50813

Day Eleven - Safety Notice of the Day

Day 11

Safety Notice!

Basics

- Always remember the safety procedures when dealing with incidents

- Safety is always our first priority

- During an emergency, stay within your safety zone

R1067_FC_20250813

Home Study Assignment #7

Bus Operator Initial Training
Home Study Assignment #7 – Day 11

1. What is clearance and what is the proper clearance in footage?

   a. The space on the back of the bus and the footage is 3-5 ft.
   b. The space in front of the bus and the footage is 5-8 ft.
   c. The space on the right side of the bus and the proper footage is 3-5 ft.
   d. The space on the left side of the bus and the footage is 5-8 ft.

2. Bus Operators should start to angle out the bus two bus lengths (80 ft.) when changing lanes.
   a. True
   b. False

3. When following moving traffic, how far back should a Bus Operator stop from a standing vehicle and how far should the vehicle move before the Bus Operator start moving the bus?

   _____
   _____

4. What is the proper braking distance on a dry level street with a light load?

   a. One bus length per 5 mph
   b. One and a half bus lengths per 10 mph
   c. Two bus length per 15 mph
   d. None of the above

5. How far from the curb should a Bus Operator curb the bus?

   _____

6. In the case of a snowbank, how far from the curb should a Bus Operator deploy the ramp to board a wheelchair customer?

   a. 6 ft. in the street
   b. 8 ft. in the street

R1067_FOIA_20250813

Bus Operator Initial Training
Home Study Assignment #7– Day 11

7. How far back do should a Bus Operator activate their turn signal when making a turn?
   _____

8. What is the proper procedure for making a turn?
   _____
   _____
   _____

9. A Bus Operator should start angling the bus out 10 ft. from the front door to the curb when making a right turn.

   True

   False

10. For whom should a Bus Operator deploy the ramp?

    _____
    _____

11. What are the two questions Bus Operators are allowed to ask an individual traveling with an animal to determine if it is a service animal?
    1._____
    2._____

12. If the ramp is on an incline, where should a Bus Operator stand if they have a customer who uses a wheelchair alighting into the street?
    _____
    _____

R1067_FOIA_20250813

Bus Operator Initial Training
Home Study Assignment #7 – Day 11

13. The operator should *not* do the following if a customer with a hearing impairment approaches with a question:

    a. Write out the question
    b. Write in the air or on a flat surface
    c. Ask questions that can be answered yes and no
    d. Use gestures
    e. Speak really loudly and slowly

14. If the annunciator is not working or calling out incorrect service stops, what is the Bus Operator required to do to ensure that all stops are correctly identified?

    _____

    _____

    _____

15. Q - If the annunciator and P.A. system are not working what information do you need to tell the customers at each service stop?
    A – Under the ADA, the Bus Route and Destination of every bus that stops at a designated bus stop must be announced. If the AVAS system is not functioning correctly, then the Bus Operator must use the PA system to announce this information at each stop.

16. Per ADA it is required to use the restraint straps on all wheelchairs?

    a. True
    b. False

17. What should a Bus Operator tell an individual who is boarding the bus with a stroller?

    _____

    _____

    _____

    _____

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DAY TWELVE

Bus Operator Training

R1067_FOIA_20250813

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R1067_FOIA_20250813

Day Twelve - Safety Notice of the Day

Day 12

Safety Notice!

Basics

- Pay attention to CTA security bulletins, news reports and weather alerts

- Take no chances

- Always be alert

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DAY THIRTEEN

Bus Operator Training

R1067_FOIA_20250813

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R1067_FOIA_20250813

Day Thirteen - Safety Notice of the Day

Day 13

Safety Notice!

Basics

- Be cautious on the maneuver course

- Always think safety first when operating a bus

- Never sacrifice safety for schedule

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DAY FOURTEEN

Bus Operator Training

R1067_FOIA_20250813

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R1067_FOIA_20250813

Day Fourteen - Safety Notice of the Day

Day 14

Safety Notice!

Basics

- It is critical that Bus Operators are alert while operating the bus

- Customer safety is the primary consideration when handling a fire situation

- Remember the proper procedures on how to use a fire extinguisher

R1067_FOR_20250813

Home Study Assignment #8

Bus Operator Initial Training
Home Study Assignment #7 – Day 14

1. List three (3) types of intersections

_____

_____

_____

2. When approaching and entering an intersection, a Bus Operator should release the accelerator pedal and

_____

_____

_____

3. According to SOP 7028 Changing Lanes, there are situations that require changing lanes. Name two (2) of them.

1) _____
2) _____

4. When changing lanes, a Bus Operator should angle out _____ bus lengths away from the other vehicle or object.

5. The proper following distance depends on what three factors?

1. _____
2. _____
3. _____

R1067 - FOIA_20250813

Bus Operator Initial Training
Home Study Assignment #7 – Day 14

6. One of the guidelines for following distance while driving on a dry street is to maintain at least two (2) bus lengths of space ahead for every ten (10) miles per hour of bus speed.

a. True
b. False

7. When traveling downhill, allow more than the standard following distance. Allow at least:

_____

8. When leaving a service stop, list at least three (3) steps a Bus Operator should take when preparing to move.

1. _____
2. _____
3. _____

9. In inclement weather, what is the proper following distance?

_____

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DAY FIFTEEN

Bus Operator Training

R1067_FOIA_20250813

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R1067_FOIA_20250813

Day Fifteen - Safety Notice of the Day

Day 15

Safety Notice!

Basics

- Watch for other buses on CTA property

- Never speed

- Always keep your focus while operating

R1067_FO_20250813

Home Study Assignment #9

Bus Operator Initial Training
Home Study Assignment #8 – Day 15

1. If there is construction equipment in the area, observe clearance carefully and keep alert for:

   a. Workers
   b. Moving equipment
   c. Safety Workers
   d. Both a and b
   e. None of the above

2. If rerouted over a street that is not a regular bus route, what procedures should the Bus Operator follow?

   _____
   _____

3. In locations where temporary bus stops are not posted, a Bus Operator should stop clear of hazardous areas and caution alighting customers.
   a. True
   b. False

4. Backing and wyeing a bus may become necessary in the event of a street blockade.
   a. True
   b. False

5. According to SOP 8063 Backing a Wyeing Standard Buses, what procedures should a Bus Operator follow when approaching the intersection?

   _____
   _____
   _____
   _____
   _____

R1067_FOIA_20250813

Bus Operator Initial Training
Home Study Assignment #8 – Day 15

6. List the first two (2) steps a Bus Operator should take when preparing to wye back.
   1._____
   2._____

7. When backing a bus, place the gear selector in reverse and turn the steering wheel to the:
   a. Left
   b. Right
   c. Don't turn the wheel at all
   d. Switch between left and right

8. How much clearance should be maintained between the bus and the curb and parked vehicles?
   a. 5-8 ft.
   b. 3-5 ft.
   c. 8-10 ft.
   d. None of the above

9. When backing the bus, the Bus Operator should back up until what is even with the curbline of the street you are backing away from?

_____

10. When backing and wyeing a standard bus, after the Operator have completed the following:
    1. Approach
    2. Prepare to wye back
    3. Backing, stopping even with the curbline

11. They must turn left and proceed in:

    Th[illegible]

R1067_FOIA_20250813

Bus Operator Initial Training
Home Study Assignment #8 – Day 15

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DAY SIXTEEN

Bus Operator Training

R1067_FOIA_20250813

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R1067_FOIA_20250813

Day Sixteen - Safety Notice of the Day

Day 16

Safety Notice!

Basics

- Stop at all doorways when leaving the garage

- Do not speed through vault island

- Always check your mirrors before moving a bus

R1067_FO_20250813

Home Study Assignment #10

Bus Operator Initial Training
Home Study Assignment #9 – Day 16

1. While operating a bus, a Bus Operator must check mirrors, maintain clearance, keep their eyes moving/look in all direction and be prepared to:

_____

2. Bus operators must always attempt to recognize potentially dangerous situations.

   a. True
   b. False

3. To avoid accidents with fixed objects (ahead, behind, or alongside) the defensive action of the Bus Operator should be what?

   _____
   _____
   _____
   _____

4. List the two possible actions of other drivers (ahead) that may cause accidents.

   1._____
   2._____

5. Signal traffic behind when:

   a. Stopping only
   b. Stopping and slowing down
   c. Pulling over
   d. Both b and c
   e. Both a and c

6. List two defensive actions an operator should follow, When approaching a vehicle from the opposite direction

   1._____
   2._____

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Bus Operator Initial Training
Home Study Assignment #9 – Day 16

7. If another vehicle cuts across or turns into the path of a bus at an intersection, list two (2) defensive actions an operator should take.

   1._____

   2._____

8. If a pedestrian is loading or unloading a bicycle the Bus Operator should looking in all directions before moving the bus; slow down or stop; place the bus in neutral and apply parking brake while the customer loads or unloads the bicycle.

   a. True
   b. False

9. When a pedestrian stands or walks behind a standing bus, which way should the operator look before moving?

   a. In the direction of traffic
   b. Behind the bus
   c. In all directions
   d. In front of the bus

10. When pedestrians are boarding or alighting a bus, list one action the pedestrian may take.

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DAY SEVENTEEN

Bus Operator Training

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Day Seventeen - Safety Notice of the Day

Day 17

Safety Notice!

Basics

- Watch for pot holes

- Never deploy the ramp in a curb cut

- Make announcements; watch your step

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Home Study Assignment #11

Bus Operator Initial Training
Home Study Assignment #10 - Day 17

Read the current Fares Executive Order. Pay particular attention to the cost of the service for full and reduced fare riders and the list of farecards. Be prepared to discuss and/or ask questions about CTA's fare structure policies.

Fill in the missing Information.

	Full		Student Reduced
Bus Base Fare (Cash)			
Bus Base Fare with Ventra Card			
Rail Base Fare			
Base Rail Fare – O'Hare only			
First Eligible Transfer			
Second Eligible Transfer			
CTA/Pace 1-Day Pass			
CTA /Pace3-Day Pass			
CTA/PACE 7-Day Pass			
CTA/Pace 30-Day Pass			
Regional Connect Pass			
U-Pass			

1. What is the fare for a 12 year-old girl riding with her mother on a Sunday afternoon at 1445 hours?

a. A reduced fare.
b. A reduced fare if presenting a valid CTA Student Riding Permit
c. A full fare
d. No fare, if her mother is paying a full fare.

2. Cook County Sheriff's Department may ride free…

a. When in full uniform.
b. When presenting their Cook County Sherriff's Identification Card and Star
c. When presenting their current CTA riding card and their star.
d. When in full uniform and presenting their star

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Bus Operator Initial Training Home
Study Assignment #10 - Day 17

3. Chicago Parking enforcement Aides may ride for free in Chicago when in full uniform and presenting a current City Identification Card….

a. Monday – Friday, 0600 hours - 1800 hours
b. Monday – Saturday, 0500 hours – 2100 hours
c. Monday – Friday, 0530 hours – 2000 hours
d. 24 hours a day

4. An attendant accompanying a customer who presents an RTA Reduced Fare Permit with and ID beginning with the letter “P” pays…

a. No fare.
b. A reduced fare.
c. A full fare
d. D. A reduced fare with an attendant ID

5. CTA 30-Day Reduced Fare Passes are honored when presented by…

a. All reduced Fare Riders
b. Regional Connect passes
c. Customers presenting a current RTA Reduced Fare Permit designated with the letters “D”, “S”, or “P”.
d. Children ages 7-11, grammar and high school students

6. A 12-year old at 2035 hours riding alone on the bus pays: $_____

7. What value can be added to a Ventra Card using cash?

a. From $0.05 to $100.00
b. From $1.50 to $90.00
c. From $3.00 to $90.00
d. From $0.05 to $300.00

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DAY EIGHTEEN

Bus Operator Training

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Day Eighteen - Safety Notice of the Day

Day 18

Safety Notice!

Basics

- Never curb the bus in front of a street pole or fire plug

- Watch for holes in the curb line

- Know where your next turn will be

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DAY NINETEEN - TWENTY-FIVE

Bus Operator Training

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Day Nineteen - Safety Notice of the Day

Day 19

Safety Notice!

Basics

- Operate in a safe and professional manner

- Check your brakes before leaving the garage

- Use caution while operating under a viaduct

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Day Twenty - Safety Notice of the Day

Day 20

Safety Notice!

Basics

- Always occupy both lanes when operating under a narrow viaduct

- Never enter an intersection on a yellow light. Remember yellow lights are now the red lights

- Never enter an intersection unless you are sure the entire bus will clear the far side crosswalk

R1067_FO_20250813

SOP 8110 Emergency Evacuation of Bus

	Transit Operations Standard Operating Procedure	Publication Number: 8110 (08-28-22)	Page 1 of 4

Title: **Emergency Evacuation of Bus**

Issued to: Bus Operator, Bus Service Supervisor

Approved by: Chief Transit Officer

Supersedes: Emergency Evacuation of Bus, 8110 (08-09-15)

INTRODUCTION

An evacuation is the organized departure of all customers, employees and, if applicable and possible, customers' service animals from a bus due to a safety risk. During any evacuation, CTA personnel at the scene must make every effort to stay calm and to assist customers. Every effort should be made to prevent customers from leaving the bus while it is moving. **Above all else, remain calm.**

In an emergency, Bus Operators assist customers with disabilities and notify emergency responders of customers who need assistance. Fire department personnel regularly train and practice evacuations of CTA vehicles and at CTA facilities. This training emphasizes the importance of keeping people together with their assistive devices, such as a cane, or with their service animal. However, in rare emergencies, an emergency responder may not be able to evacuate a wheelchair or other motorized device. Every effort should be made, consistent with safety, to evacuate any service animals.

WHEN TO EVACUATE

- When there is smoke or fire aboard the bus.
- When an unattended item or suspicious package is found aboard the bus that emits an odor, liquid, smoke or sound, heat or cold, or a liquid or powdery substance.
- When a pungent odor produces coughing, breathing difficulty, nausea or eye irritation.
- Small animals appear to be suddenly ill and dying in the immediate vicinity.
- When two or more customers suddenly fall, faint, suffer seizures, nose bleeds or experience breathing difficulty without any obvious cause.
- When directed to evacuate by the Control Center.
- When, in your judgment, staying aboard the bus would expose you and the customers to a serious hazard.

INCIDENT COMMANDER DESIGNATION

As the first employee at the scene, the Bus Operator will be acknowledged as the Incident Commander (IC) until the Control Center acknowledges another individual at the scene as the IC. The CTA IC must remain at the scene, maintain communication with the Control Center and

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Publication number: 8110 (08-28-22)	Page 2 of 4
Title: Emergency Evacuation of Bus	

provide assistance to emergency responders. Refer to SOP 8191 *CTA Incident Command/Unified Command* for specific IC duties and responsibilities.

If the Incident Commander is not the Bus Operator, the Bus Operator should provide the IC with frequent updates regarding conditions on the bus and the condition of the customers.

EVACUATING THE BUS AND COMMUNICATING THE EVACUATION PLAN

- Stop and curb the bus at a safe location, if possible.
- Place the shift selector in NEUTRAL (*N*) gear.
- Apply the parking brake.
- ***Shut off the engine and do not attempt to restart the bus.***
- Open all doors and announce, "*Attention Customers: this bus is out of service. All customers must leave the bus immediately from the nearest exit. Leave large belongings such as carts or folded bicycles on the bus. Please watch your step and be aware of traffic as you move away from the bus.*" **If an explosive device is suspected, add "do not use your cell phones" to the announcement.**
- Evacuate customers and direct them to a place of safety. Assist customers in alighting as necessary or requested.
- If the emergency requires immediate evacuation and direct communication with the Control Center is not possible, contact the Control Center after the evacuation as soon as it is safe to do so.
- After a decision has been made to evacuate, the Operator must communicate with the Control Center as quickly as possible.
  - ***If an explosive device is suspected do not use the TCH or radio aboard the bus.*** To contact the Control Center, use the TCH or radio on another bus at least 300 feet away, or use a landline telephone.
    - **Do not use any cell phones aboard the bus.**
    - **Remind customers not to use their cell phones.**
    - ***Move at least 300 feet away from the bus before making a two-way radio or cell phone call.***
  - If communication needs to be discreet, use the silent alarm only if an explosive device is **not** suspected.
  - After evacuation, contact the Control Center using:
    - Another bus's Transit Control Head (TCH).
    - A landline telephone, 1-800-854-8848.
    - A cell phone (Follow established protocol for using a cell phone.)
  - While speaking to the Controller, communicate the following:
    - Nature of the problem.

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Title: Emergency Evacuation of Bus	

- Actual or estimated number of customers evacuated.
- Condition of customers (e.g., injuries, calm/panic).
- Whether any customers require special assistance and a description of the conditions that necessitate special assistance.
- Environmental conditions.
- Arrival of emergency responders and identifying information for any police officers.
- Any information known about customers transported to hospital, including ambulance number, time of arrival at hospital, hospital location and the condition of the customer.

- If communicating with the Control Center from another bus, ask the Controller whether that bus should wait for a reply from the Controller or continue in service.
- Do not re-board the bus.
- Do not allow smoking or open flames near the bus.
- In case of fire, use the fire extinguisher stored behind the Operator's seat; follow standard operating procedures. (Refer to SOP 7035 *Responding to Bus Fires*.)
- Report to the Manager at the end of the day and complete appropriate reports at the direction of the Manager.

EVACUATING A CUSTOMER WHO USES A MOBILITY DEVICE

- Assist customers as needed and requested.
- Whenever a customer using a mobility device (wheelchair, scooter, motorized wheelchair, etc.) must be evacuated, notify the Control Center using the 10-43 code. Follow instructions from the Controller and emergency responders, if applicable.
  - Ask the customer how you may assist. Follow the customer's directions.
    - If possible, use the ramp to evacuate the customer and their mobility device.
    - If the ramp cannot be used, the customer may request assistance with leaving the bus and having their mobility device removed from the bus. For example, the customer may ask you to pick up the customer and/or their device and carry them off the bus.
  - Release all securement devices as necessary.
  - If necessary, request that customers without disabilities assist.
  - Every effort should be made, consistent with safety, to evacuate any service animals. Do not be surprised if you receive extreme resistance if it becomes necessary to leave a service animal.
  - Mobility aids should be left behind in extreme emergencies **ONLY**, for example, a fire or if bringing them will impair customer safety. The Bus Operator must attempt to obtain the customer's contact information for coordinating retrieval of the device.
- See SOP 8005 *Assisting Seniors and Customers with Disabilities on the Bus System* for more on customers with disabilities.

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Publication number: 8110 (08-28-22)	Page 4 of 4
Title: Emergency Evacuation of Bus	

Follow all instructions given by Control Center, Supervisory, police or fire department personnel.

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

S:\SOPS\BUS - Signed & In Effect- INDD\811003 (08-28-22).indd

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Day Twenty-One - Safety Notice of the Day

Day 21

Safety Notice!

Basics

- Always check for clearance

- Maintain your following distance

- Remember **NO** fare disputes, only follow proper procedures

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Day Twenty-Two - Safety Notice of the Day

Day 22

Safety Notice!

Basics

- Transit safety is our top priority

- Watch for loose seats

- Make sure all windows are closed and secured

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Day Twenty-Three - Safety Notice of the Day

Day 23

Safety Notice!

Basics

- Always wear your seatbelt

- Watch for all Hazards

- Remember to check your mirrors every 5-8 seconds

R1067_FC_20250813

Day Twenty-Four - Safety Notice of the Day

Day 24

Safety Notice!

Basics

- Curb the bus properly

- Always follow SOPs

- Be aware of your surroundings

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Day Twenty-Five - Safety Notice of the Day

Day 25

Safety Notice!

Basics

- Watch for customers loading and unloading their bikes on the bike rack

- Keep your proper following distance

- Make sure the doors are clear when opening and closing

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DAY TWENTY-SIX

Bus Operator Training

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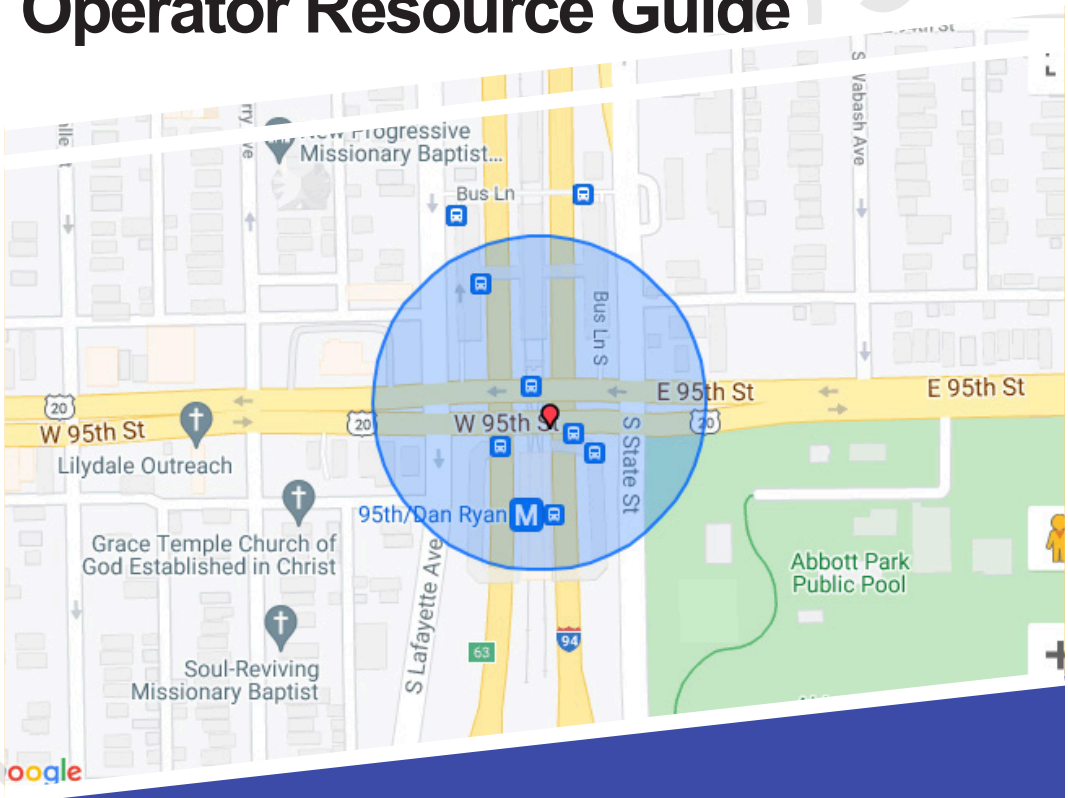
AVAS/BLIS Operator Training Student Resource Guide

Automated Voice Annunciation System / Bus Location Information System (AVAS / BLIS) Operator Training Operator Resource Guide



January 2025

R2050813

Automated Voice Annunciation System / Bus Location Information System
AVAS / BLIS Operator Training
Table of Content

Program Objectives

Training Goal:

The goal of this training is to create a full understanding of the AVAS / BLIS Systems, the concepts of terminal bubbles, early / late terminal departures and late terminal departure with long layover, and how and when to fill out an CTA Form 113 Operator's AVAS Dispute form. Operators will also be advised on how to avoid Schedule Adherence violations.

Learning Objective:

After completion of this training program, Operators will:

- Understand the AVAS / BLIS Systems.
- Build foundational knowledge on the concept of terminal bubbles, early departures, late departures and late departures with long layover.
- Demonstrate appropriate use of the *CTA Form 113 Operator's AVAS Dispute Form* in scenario based activity.

Training Overview:

This 1-hour training will be in the classroom and includes discussions, short lectures and activities. Topics include:

- AVAS / BLIS Systems Overview
- AVAS 5-Day Report and CTA Form 113 Operator's AVAS Dispute Forms
- Early Departures / Late Departures / Late with Long Layover Scenarios

Training Expectations

- Full participation is required. Operators should ask questions, engage in scenarios and contribute to a positive classroom environment.
- Respect for Instructors and co-workers is expected.
- Cell phones and all electronic devices must be turned off and be out of sight for the duration of the training.

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Automated Voice Annunciation System / Bus Location Information System
AVAS / BLIS Operator Training
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CTA Form 113 Operator AVAS Dispute Form	22
Late with Long Layover Scenarios	23
Accessing AVAS Report via e-Link	24
Schedule Adherence Bulletins	
G30-21 Schedule Adherence - Early Pullouts	28

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AVAS / BLIS

Explained at last…

Have you been told that you are leaving the terminal too early or too late but don't understand why?

This presentation will explain the rules of AVAS / BLIS to help you better understand and avoid Terminal Departure Procedural Violations.

AVAS Bubbles

To understand the rules, first you need to understand WHY the bubbles exist.

With the vast improvements in GPS technology, the ability to determine an exact location is easy. (*think X marks the spot – like digging for a pirate's treasure*)

However… if the CTA told you that a "terminal" is an exact location, "X", it wouldn't work. What if there was something blocking "X", like another bus already blocking "X"?

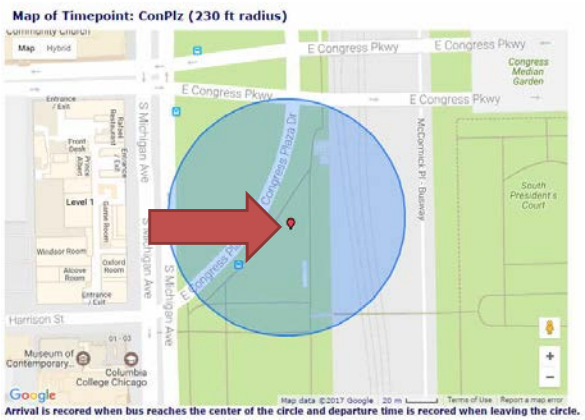
Instead, CTA decided that a "bubble" would be a better solution. Instead of an exact location, you have a range (*usually 200 – 300 feet*) that counts as your terminal.

Arrival is recorded when bus reaches the center of the circle and departure is recorded when leaving the circle.

AVAS Bubbles

Now for the details:

- Every terminal has a bubble.
- Your "Terminal Arrival Time" is calculated when you reach the center of the bubble.
- Once you reach the center of the bubble, your AVAS clock will tell you if you are ahead of schedule, on time, or late.
- Once your bus crosses the outer threshold of the bubble, your Terminal Departure Time is recorded.
- Based on your Terminal Departure Time, you may be considered early, on time or late.

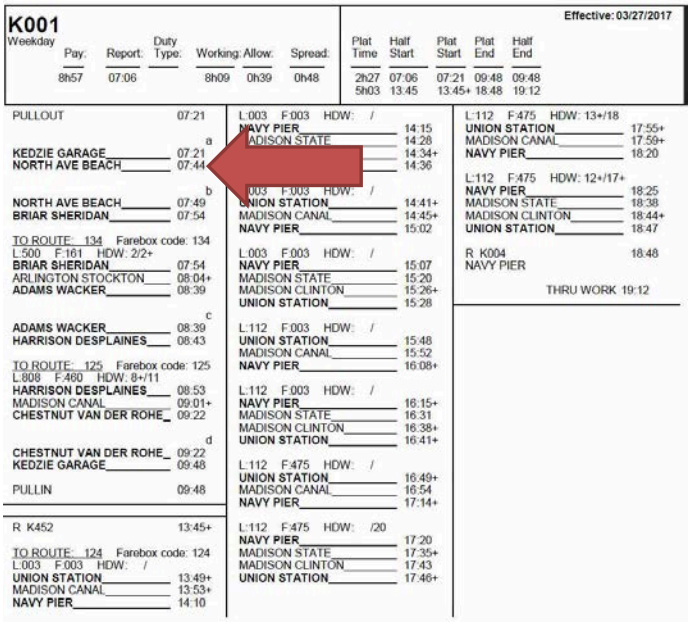


Arrival is recored when bus reaches the center of the circle and departure time is recored when leaving the circle.

Run Paddles

Your run paddle shows you what times you are supposed to depart each of the AVAS bubbles.

If you leave the bubble at exactly the time shown on your run paddle, your terminal departure time will say that you are considered to be on time.



K001
Weekday
Effective: 03/27/2017

Pay:	Report:	Duty Type:	Working:	Allow:	Spread:
8h57	07:06		8h09	0h39	0h48

Plat Time	Half Start	Plat Start	Plat End	Half End
2h27	07:06	07:21	09:48	09:48
5h03	13:45	13:45+	18:48	19:12

PULLOUT 07:21

a
KEDZIE GARAGE 07:21
NORTH AVE BEACH 07:44

b
NORTH AVE BEACH 07:49
BRIAR SHERIDAN 07:54

TO ROUTE: 134 Farebox code: 134
L:500 F:161 HDW: 2/2+
BRIAR SHERIDAN 07:54
ARLINGTON STOCKTON 08:04+
ADAMS WACKER 08:39

c
ADAMS WACKER 08:39
HARRISON DESPLAINES 08:43

TO ROUTE: 125 Farebox code: 125
L:808 F:460 HDW: 8+/11
HARRISON DESPLAINES 08:53
MADISON CANAL 09:01+
CHESTNUT VAN DER ROHE 09:22

d
CHESTNUT VAN DER ROHE 09:22
KEDZIE GARAGE 09:48

PULLIN 09:48

R K452 13:45+

TO ROUTE: 124 Farebox code: 124
L:003 F:003 HDW: /
UNION STATION 13:49+
MADISON CANAL 13:53+
NAVY PIER 14:10

L:003 F:003 HDW: /
NAVY PIER 14:15
MADISON STATE 14:28
14:34+
14:36

003 F:003 HDW: /
UNION STATION 14:41+
MADISON CANAL 14:45+
NAVY PIER 15:02

L:003 F:003 HDW: /
NAVY PIER 15:07
MADISON STATE 15:20
MADISON CLINTON 15:26+
UNION STATION 15:28

L:112 F:003 HDW: /
UNION STATION 15:48
MADISON CANAL 15:52
NAVY PIER 16:08+

L:112 F:003 HDW: /
NAVY PIER 16:15+
MADISON STATE 16:31
MADISON CLINTON 16:38+
UNION STATION 16:41+

L:112 F:475 HDW: /
UNION STATION 16:49+
MADISON CANAL 16:54
NAVY PIER 17:14+

L:112 F:475 HDW: /20
NAVY PIER 17:20
MADISON STATE 17:35+
MADISON CLINTON 17:43
UNION STATION 17:46+

L:112 F:475 HDW: 13+/18
UNION STATION 17:55+
MADISON CANAL 17:59+
NAVY PIER 18:20

L:112 F:475 HDW: 12+/17+
NAVY PIER 18:25
MADISON STATE 18:38
MADISON CLINTON 18:44+
UNION STATION 18:47

R K004 18:48
NAVY PIER

THRU WORK 19:12

Early Terminal Departures

- An early departure is defined as leaving the terminal area (AVAS bubble) one minute or more earlier than the scheduled time.
- You are allowed to be “Early” up to **10%** of your terminal departures before you are considered in violation.

Late Terminal Departures

- A late departure is defined as leaving the terminal area (AVAS bubble) **two minutes or more** later than the scheduled time.

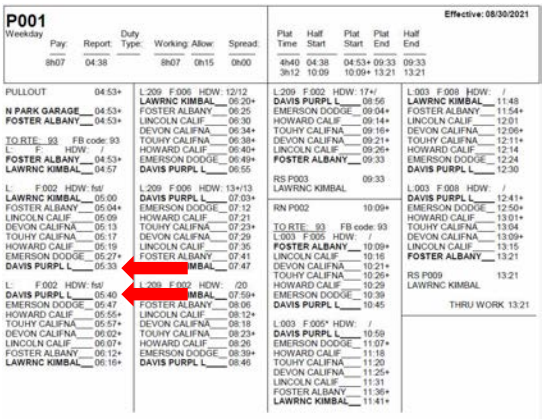
R1067_F

On Time Departures

On time is leaving the bubble no more than 59 seconds before or 1 min and 59 seconds after the scheduled time. The easiest way to explain. If you aren't early and you aren't late… you're on time. Congratulations!

Late Terminal Departures with Long Layover

- A trip is considered "Late with Long Layover" when it departs its terminal at least **2 minutes or more** after the scheduled departure time and takes **at least 5 minutes** of layover.
- The layover time is defined as the length of time between the arrival at the end of an inbound trip and the departure time of the following outbound trip.
- The arrival and departure times are recorded when the bus enters and departs the AVAS bubble for the terminal.



Layover = Time between arrival at end of inbound trip and departure of outbound trip.

DAVIS PURP L	ARR	5:33
DAVIS PURP L	DPT	5:40
Layover time	=	0:07

Late with Long Layover = Bus departs terminal 2 or more minutes after scheduled departure time AND takes at least 5 minutes of layover.

	Schedule	Scenario A	Scenario B	Scenario C
DAVIS PURP L ARRIVAL	5:33:00	5:35:00	5:39:00	5:37:00
Layover	0:07:00	0:06:00	0:04:00	0:06:00
DAVIS PURP L DEPARTURE	5:40:00	5:41:00	5:43:00	5:43:00
Late with Long Layover		No	No	Yes

Late with Long Layover		Lawrnc Kimbal	DAVIS PURP L	Layover	DAVIS PURP L
	Schedule	5:00:00	5:33:00	0:07:00	5:40:00
No	Scenario A	5:00:00	5:35:00	0:06:00	5:41:00
No	Scenario B	5:00:00	5:39:00	0:04:00	5:43:00
Yes	Scenario C	5:00:00	5:37:00	0:06:00	5:43:00

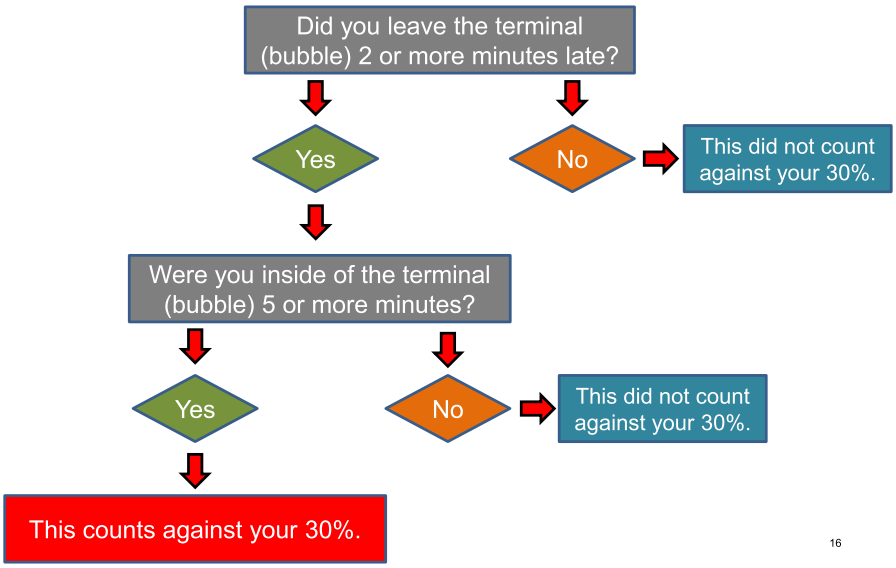
A trip is considered “Late with Long Layover” when it departs its terminal at least **2 minutes or more** after the scheduled departure time and takes **at least 5 minutes** of layover. The layover time is defined as the length of time between the arrival at the end of an inbound trip and the departure time of the following outbound trip. The arrival and departure times are recorded when the bus enters and departs the AVAS bubble for the terminal.

- **Scenario A**: This trip took more than 5 minutes of layover but departed only one minute late.
- **Scenario B**: This trip departed 3 minutes late but only took 4 minutes of layover
- **Scenario C**: This trip departed 3 minutes late and took more than 5 minutes of layover

Now that you understand Late Terminal Departures with Long Layovers… How does this apply to you?

- Procedure violations are written for those who have **30% or more** Late Terminal Departures with Long Layovers.

Late Terminal Departure With Long Layovers… Explained the easy way:


Did you leave the terminal (bubble) 2 or more minutes late?
Yes
No
This did not count against your 30%.
Were you inside of the terminal (bubble) 5 or more minutes?
Yes
No
This did not count against your 30%.
This counts against your 30%.

16

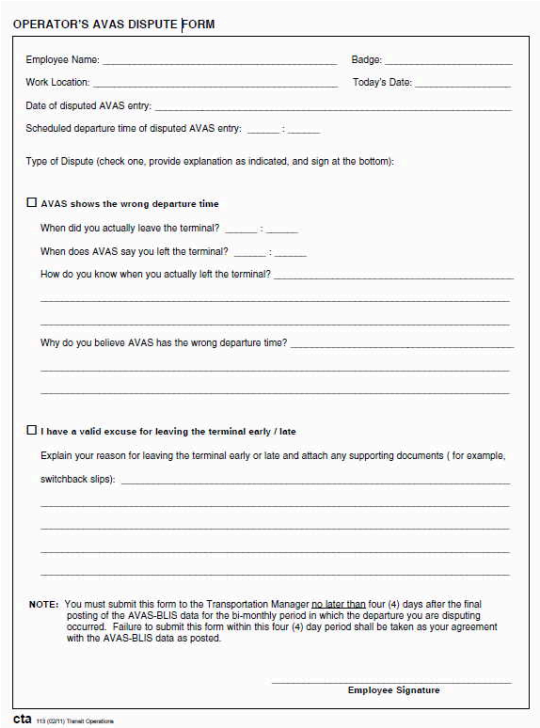
AVAS Dispute Form

If you have a Late Departure with a Long Layover… BUT you have a valid reason for leaving late, fill out an AVAS Dispute Form and it will no longer be counted against you.

Examples of valid reasons would include – but not be limited to:

- You alighted your passengers but then before you were able to depart a special needs rider attempted to board the bus and took several minutes to board.
- You were given instructions by Control or Supervision to deviate from your run paddle.

Once you complete your form, you need to return it to a manager on duty **within 4 days** of the AVAS-BLIS posting. (The sooner you turn it in the better.)



OPERATOR'S AVAS DISPUTE FORM

Employee Name: _____ Badge: _____

Work Location: _____ Today's Date: _____

Date of disputed AVAS entry: _____

Scheduled departure time of disputed AVAS entry: _____ : _____

Type of Dispute (check one, provide explanation as indicated, and sign at the bottom):

☐ **AVAS shows the wrong departure time**

When did you actually leave the terminal? _____ : _____

When does AVAS say you left the terminal? _____ : _____

How do you know when you actually left the terminal? _____

_____

_____

Why do you believe AVAS has the wrong departure time? _____

_____

_____

☐ **I have a valid excuse for leaving the terminal early / late**

Explain your reason for leaving the terminal early or late and attach any supporting documents (for example, switchback slips): _____

_____

_____

_____

_____

NOTE: You must submit this form to the Transportation Manager no later than four (4) days after the final posting of the AVAS-BLIS data for the bi-monthly period in which the departure you are disputing occurred. Failure to submit this form within this four (4) day period shall be taken as your agreement with the AVAS-BLIS data as posted.

_____

Employee Signature

cta 113 (02/11) Transit Operations

R1067_FC

How to Avoid the Violations:

Now that you understand how the “Early” and “Late” are calculated… you need to understand how to avoid the violations.

On Time Departures

So now you know that if you leave 1 minute or more early and/or leave 2 minutes or more late that it is considered a violation.

The great news is that you actually have a 3 minute window in which to pull out of the bubble and still be considered “on time.”

You can leave up to 59 seconds early and up to 1 minute 59 seconds late – which gives you 3 minutes to be out of the bubble.

That means if there is something that you know causes issues with leaving on time (for example a traffic light), you are ok to start pulling out at 59 seconds early instead of waiting for the “On Time” indicator to leave. This extra minute of leeway will help prevent you from being “Late.”

BUS LOCATION INFORMATION SYSTEM

Fall 2021 (P-14)
Dates available: September 15TH 00:00 to September 29TH 18:00

Early = -1 min

Late = 2 min @ terminal
5 mi other

All Bus Operators by Garage
Sorted by badge number

NOTE: Badge numbers are those entered into AVAS controller. They are not validated and are reported as is.

Summaries by Badge

Terminal Departures	OK	Early	Late	Early + Late
All Timepoints	OK	Early	Late	Early + Late
All Operators				Run Hot

Badge	Log Gar	HR Gar	Most Common Route		Terminal Departures: Trips Counted	Trips Early	% Early	Trips Late	% Late	% Late Full Layover	Overall Performance	Difference from Peers		All Timepoint Performance: % Early	% Late	Overall Performance
[redacted]	1	?	992		1	0	0%	1	100%	0%	0%	-2%		33%	67%	0%
	1	?	992		11	0	0%	11	100%	0%	0%	-2%		50%	50%	0%
	1	?	992		15	1	7%	14	93%	0%	0%	-1%		40%	60%	0%
	1	P	26		22	2	9%	3	14%	0%	77%	17%		60%	6%	34%
	1	1	106		22	0	0%	14	64%	32%	36%	-33%		24%	14%	62%
	1	1	30		70	8	11%	6	9%	0%	80%	18%		36%	9%	55%
	1	1	28		81	3	4%	62	77%	25%	20%	-36%		3%	47%	50%
	1	1	103		100	4	4%	40	40%	31%	56%	-12%		32%	16%	52%
	1	1	111A		21	0	0%	3	14%	5%	86%	31%		22%	12%	66%
	1	?	992		3	0	0%	3	100%	0%	0%	-1%		5%	92%	3%
	1	1	112		71	3	4%	31	44%	24%	52%	-11%		34%	13%	53%
	1	1	26		48	2	4%	0	0%	0%	96%	35%		38%	5%	57%
	1	?	Mult		142	2	1%	60	42%	25%	56%	0%		14%	32%	54%
	1	1	111A		203	2	1%	34	17%	8%	82%	20%		31%	10%	58%
	1	1	26		84	3	4%	7	8%	2%	88%	28%		49%	9%	43%
	1	6	112		241	56	23%	30	12%	6%	64%	8%		57%	11%	33%
	1	1	111		130	20	15%	41	32%	14%	53%	-10%		20%	12%	68%
	1	1	30		99	0	0%	69	70%	14%	30%	-31%		5%	37%	58%
	1	?	Mult		87	5	6%	25	29%	15%	66%	5%		14%	15%	71%
	1	1	108		77	6	8%	41	53%	21%	39%	-16%		13%	31%	56%
	1	?	Mult		15	1	7%	3	20%	13%	73%	12%		59%	4%	37%
	1	6	103		121	18	15%	5	4%	2%	81%	12%		34%	7%	59%
	1	1	26		43	0	0%	12	28%	0%	72%	22%		43%	10%	47%
	1	1	103		43	2	5%	11	26%	16%	70%	2%		27%	12%	60%
	1	6	992		3	0	0%	3	100%	0%	0%	-1%		0%	100%	0%
	1	1	Mult		104	13	13%	25	24%	12%	63%	-0%		39%	8%	53%
	1	1	29		55	0	0%	9	16%	11%	84%	19%		57%	5%	38%
	1	1	Mult		81	5	6%	6	7%	2%	86%	23%		61%	2%	37%
	1	1	J14		64	16	25%	5	8%	3%	67%	10%		68%	4%	28%
	1	1	112		43	6	14%	16	37%	14%	49%	-6%		24%	25%	51%

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OPERATOR'S AVAS DISPUTE FORM

Employee Name: _____ Badge: _____

Work Location: _____ Today's Date: _____

Date of disputed AVAS entry: _____

Scheduled departure time of disputed AVAS entry: _____ : _____

Type of Dispute (check one, provide explanation as indicated, and sign at the bottom):

☐ **AVAS shows the wrong departure time**

When did you actually leave the terminal? _____ : _____

When does AVAS say you left the terminal? _____ : _____

How do you know when you actually left the terminal? _____

_____

_____

Why do you believe AVAS has the wrong departure time? _____

_____

_____

☐ **I have a valid excuse for leaving the terminal early / late**

Explain your reason for leaving the terminal early or late and attach any supporting documents (for example, switchback slips): _____

_____

_____

_____

_____

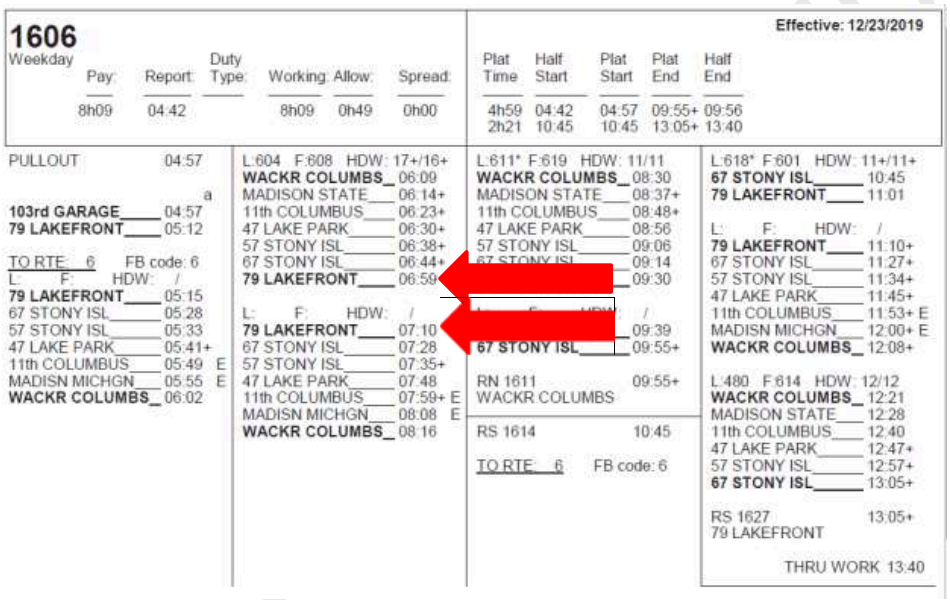
NOTE: You must submit this form to the Transportation Manager no later than four (4) days after the final posting of the AVAS-BLIS data for the bi-monthly period in which the departure you are disputing occurred. Failure to submit this form within this four (4) day period shall be taken as your agreement with the AVAS-BLIS data as posted.

_____

Employee Signature

Automated Voice Annunciation System / Bus Location Information System
AVAS / BLIS Operator Training
Late with long Layover Scenarios

For each of scenarios in the table below, determine if the Operator left the terminal early, late or late with long layover.



1606
Weekday

Pay:	Report:	Duty Type:	Working:	Allow:	Spread:
8h09	04:42		8h09	0h49	0h00

Effective: 12/23/2019

Plat Time	Half Start	Plat Start	Plat End	Half End
4h59	04:42	04:57	09:55+	09:56
2h21	10:45	10:45	13:05+	13:40

PULLOUT 04:57

a
103rd GARAGE_____ 04:57
79 LAKEFRONT____ 05:12

TO RTE: 6 FB code: 6
L: F: HDW: /
79 LAKEFRONT____ 05:15
67 STONY ISL_____ 05:28
57 STONY ISL_____ 05:33
47 LAKE PARK_____ 05:41+
11th COLUMBUS____ 05:49 E
MADISN MICHGN___ 05:55 E
WACKR COLUMBS_ 06:02

L:604 F:608 HDW: 17+/16+
WACKR COLUMBS_ 06:09
MADISON STATE___ 06:14+
11th COLUMBUS____ 06:23+
47 LAKE PARK_____ 06:30+
57 STONY ISL_____ 06:38+
67 STONY ISL_____ 06:44+
79 LAKEFRONT____ 06:59

L: F: HDW: /
79 LAKEFRONT____ 07:10
67 STONY ISL_____ 07:28
57 STONY ISL_____ 07:35+
47 LAKE PARK_____ 07:48
11th COLUMBUS____ 07:59+ E
MADISN MICHGN___ 08:08 E
WACKR COLUMBS_ 08:16

L:611* F:619 HDW: 11/11
WACKR COLUMBS_ 08:30
MADISON STATE___ 08:37+
11th COLUMBUS____ 08:48+
47 LAKE PARK_____ 08:56
57 STONY ISL_____ 09:06
67 STONY ISL_____ 09:14
79 LAKEFRONT____ 09:30

L: F: HDW: /
79 LAKEFRONT____ 09:39
67 STONY ISL_____ 09:55+

RN 1611 09:55+
WACKR COLUMBS

RS 1614 10:45

TO RTE: 6 FB code: 6

L:618* F:601 HDW: 11+/11+
67 STONY ISL_____ 10:45
79 LAKEFRONT____ 11:01

L: F: HDW: /
79 LAKEFRONT____ 11:10+
67 STONY ISL_____ 11:27+
57 STONY ISL_____ 11:34+
47 LAKE PARK_____ 11:45+
11th COLUMBUS____ 11:53+ E
MADISN MICHGN___ 12:00+ E
WACKR COLUMBS_ 12:08+

L:480 F:614 HDW: 12/12
WACKR COLUMBS_ 12:21
MADISON STATE___ 12:28
11th COLUMBUS____ 12:40
47 LAKE PARK_____ 12:47+
57 STONY ISL_____ 12:57+
67 STONY ISL_____ 13:05+

RS 1627 13:05+
79 LAKEFRONT

THRU WORK 13:40

	Schedule	Scenario 1	Scenario 2	Scenario 3	Scenario 4
79 Lake Front Arrival	0659	0708	0712	0656	0708
79 Lake Front Departure	0710	0712	0716	0712	0715

Scenario 1: _____

Scenario 2: _____

Scenario 3: _____

Scenario 4: _____

R1061 10813

Automated Voice Annunciation System / Bus Location Information System
AVAS / BLIS Operator Training
Accessing AVAS Report via e-Link

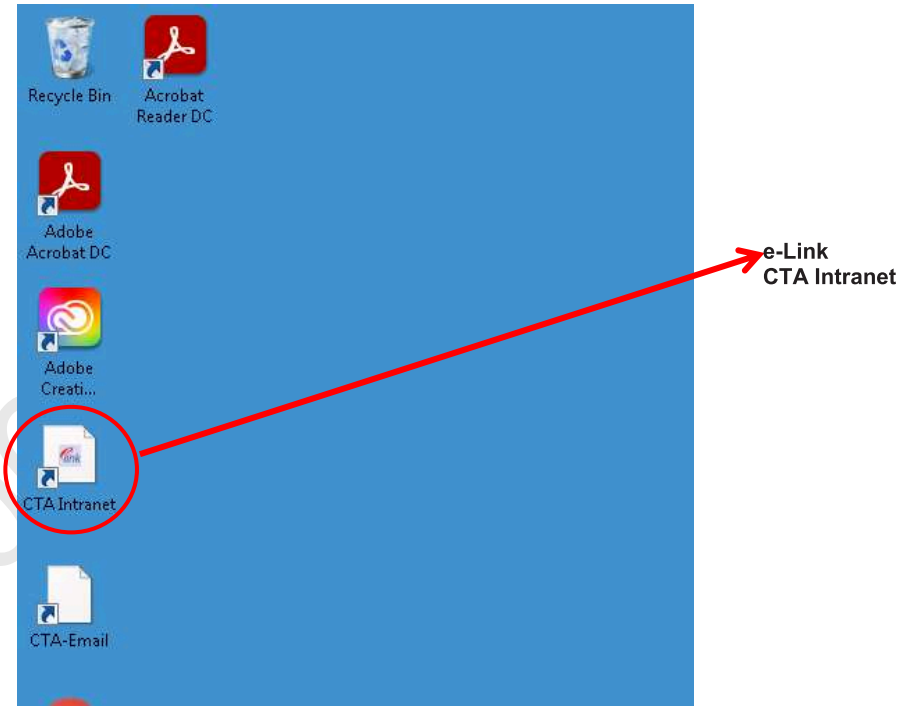
CTA has the managerial right to utilize The Automated Voice Annunciation System / Bus Location Information System (AVAS / BLIS) to determine whether to discipline Bus Operators who at any time does not adhere to schedule requirements if the Bus Operator does not have an acceptable explanation.

It is the utmost interest of the Operator to record any occurrences that may affect their schedule adherence performance, review their AVAS performance on a regular basis and fill out and submit AVAS dispute forms whenever necessary.

CTA will make the AVAS report available for Operators every five days but Operators can also access their AVAS performance report on e-Link.

To access the report

1. Go to any CTA computer and click on **e-Link** (CTA intranet)



2. The e-Link homepage will open.

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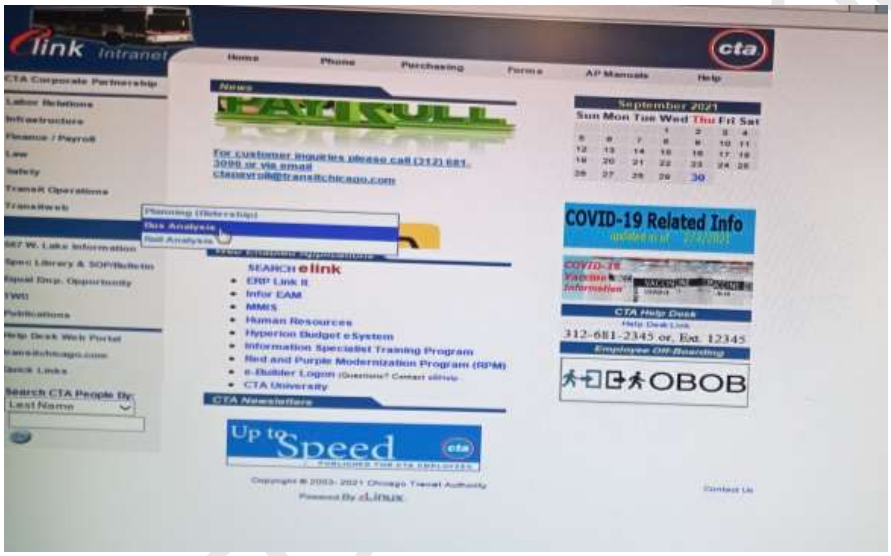
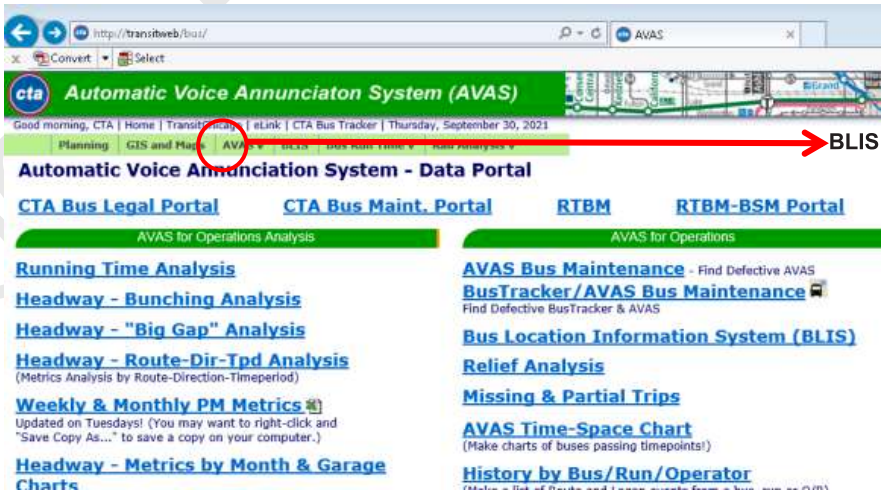
Automated Voice Annunciation System / Bus Location Information System
AVAS / BLIS Operator Training
Accessing AVAS Report via e-Link

3. Click on ***Transiweb***, and on the drop-down menu click on ***Bus Analysis***.

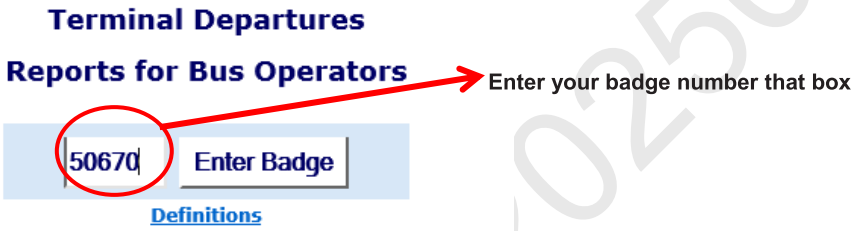


4. On the next screen, click on **BLIS**


http://transitweb/bus/
AVAS
Convert
Select
Automatic Voice Annunciaton System (AVAS)
Good morning, CTA | Home | Transitweb | eLink | CTA Bus Tracker | Thursday, September 30, 2021
Planning
GIS and Maps
AVAS
BLIS
Automatic Voice Annunciation System - Data Portal
CTA Bus Legal Portal
CTA Bus Maint. Portal
RTBM
RTBM-BSM Portal
AVAS for Operations Analysis
Running Time Analysis
Headway - Bunching Analysis
Headway - "Big Gap" Analysis
Headway - Route-Dir-Tpd Analysis
(Metrics Analysis by Route-Direction-Timeperiod)
Weekly & Monthly PM Metrics
Updated on Tuesdays! (You may want to right-click and "Save Copy As..." to save a copy on your computer.)
Headway - Metrics by Month & Garage
Charts
AVAS for Operations
AVAS Bus Maintenance - Find Defective AVAS
BusTracker/AVAS Bus Maintenance
Find Defective BusTracker & AVAS
Bus Location Information System (BLIS)
Relief Analysis
Missing & Partial Trips
AVAS Time-Space Chart
(Make charts of buses passing timepoints!)
History by Bus/Run/Operator

Automated Voice Annunciation System / Bus Location Information System
AVAS / BLIS Operator Training
Accessing AVAS Report via e-Link

5. On the next screen, enter your badge number and click Enter Badge.



6. The report will then be populated

Other Reporting Periods Available:
June , 2021 First Half
June , 2021 Second Half
July , 2021 First Half
July , 2021 Second Half
August , 2021 First Half
August , 2021 Second Half
September, 2021 First Half
September, 2021 Second Half

Terminal Departures for Badge [redacted]

Click here to go back one screen

Definitions

September, 2021 Second Half									
Thursday , September 16, 2021							Click on the Infraction for more detail		
Bus	**Run**	**Route**	**Terminal Timepoint**	**Scheduled Time**	**Actual Leave Time**	**Departure Difference (minutes)**	**Scheduled Layover**	**Actual Layover Taken**	**Infraction**
602	5639	66	ChiKos	12:44:00	9/16/2021 12:45:05 PM	1.1	0.0	n/a	No
602	5639	66	NavPer	13:47:00	9/16/2021 1:52:28 PM	5.0	9.5	13.0	Late w/ Full
602	5639	66	ChiAus	15:06:00	9/16/2021 3:05:35 PM	-0.4	14.5	9.2	No
602	5639	66	NavPer	16:24:30	9/16/2021 4:27:42 PM	2.7	13.0	9.6	No
8118	5639	66	NavPer	19:23:30	9/16/2021 7:24:33 PM	0.6	14.0	9.7	No
8118	5639	66	ChiAus	20:32:00	9/16/2021 8:33:30 PM	1.5	10.0	14.7	No
8118	5639	66	NavPer	21:36:00	9/16/2021 9:40:18 PM	3.8	9.0	-0.5	No
8118	5639	66	NavPer	21:36:00	9/16/2021 9:44:28 PM	8.0	9.0	n/a	No
8118	5639	66	ChiAus	22:28:00	9/16/2021 10:34:15 PM	6.3	1.0	4.5	No
Saturday , September 18, 2021							Click on the Infraction for more detail		
Bus	**Run**	**Route**	**Terminal Timepoint**	**Scheduled Time**	**Actual Leave Time**	**Departure Difference (minutes)**	**Scheduled Layover**	**Actual Layover Taken**	**Infraction**

20250813

Schedule Adherence Bulletins

R1067_FOIA_20250813

Chicago Transit Authority
Transit Operations

Rail	file		Bus	file	X
	post			post	X
	spl.			other	

G30-21

Supersedes G30-04, G40-08, G44-08, G58-09, G23-14

General Bulletin

TO: All Concerned – Bus

SUBJECT: Bus Schedule Adherence

EFFECTIVE: **Immediately**

As customers travel our system, they rely on our ability to stay on schedule to get them to their destinations on time. Dependable on-time service is one of the most important characteristics of our service to customers and imperative to our goal of increasing ridership and customer satisfaction.

Running late or running early can severely affect schedule adherence, contribute to bus bunching and is an inconvenience to our customers. **Bus Operators must adhere to the schedule and must pull out of the garage or terminal at the posted time.**

Bus Operators and Supervisors must use their skills as professionals, in conjunction with standard operating procedures (SOPs) and rules to maintain scheduled intervals and prevent running early, delays and bus bunching. **However, if a delay causes two buses to bunch, the Operators must cooperate and work as a team assuming full responsibility and accountability for:**

Adhering to Schedules

Operators **must** drive in accordance with the schedules, running time and time points for their runs. (B4.11.2)

Operators must uniformly apportion running time between time points. (B4.11.3)

Operators must maintain a minimum distance interval (for example, three city blocks on a trunk route), unless in the process of passing.

Passing Buses

Operators **must** pass buses which are behind schedule to assist in maintaining regular service, according to current SOPs. (B4.15.1)
The goal is restoring a normal interval.

Operators will allow passed buses to re-pass as soon as conditions permit and as long as this action will assist in restoring schedules.

Notifying Control Center Operations

Notifying Control Center Operations is an essential step in restoring on-time service. The Controller will contact a Supervisor so they can ensure service restoration.

Bus Operators must notify Control Center Operations:

- If there is any deviation from the schedule.

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- Whenever deviating from their normal running time while assisting in restoration of the run schedules.
- Whenever they arrive at a time point 15 minutes or more late per trip.
- Whenever they are running 10 or more minutes late on a relief trip.
- When faced with issues including, but not limited to: blockade, no relief or no leader.

Bus Operators must also notify **customers** whenever deviating from their normal running time while assisting in restoration of the run schedules.

Rules

In our continuing effort to provide on-time, clean, safe and friendly service to all of our customers, operating employees are encouraged to follow all bus system rules and best practices. The following CTA rules from the CTA Bus System Rule Book effective October 31, 2010 apply to bus schedule adherence:

B4.11 ADHERENCE TO SCHEDULES

B4.11.2 Operators must drive in accordance with the schedules, running time and time points for their runs.

B4. 11.3 Operators must uniformly apportion running time between time points, and leave the terminal on time.

B4.11.4 When behind schedule, operators must make a reasonable effort, consistent with safe operation, to restore scheduled headway without inconveniencing customers or abusing equipment.

B4.11.5 Operators must report any deviation from schedule on the Bus Operator's Daily Report.

Monitoring

CTA management, Control Center Operations and supervision have the ability to monitor schedule adherence and track Bus Operator performance including when buses are pulling out late and not complying with established time points.

Bus Supervisors must then address schedule adherence (including early/late pullouts) to ensure minimal inconvenience to our customers.

Corrective Action

Bus Operators and Supervisors who fail to follow bus system rules and best practices will be disciplined for violations according to current Corrective Action Guidelines, up to and including discharge. Failure to follow the bus system rules and best practices will be considered a violation of one or more of the following CTA general rules:

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- Schedule adherence including but not limited to: failure to properly space street; pulling into garage early; signing out late; late pullout from garage; failure to announce stops when AVAS is not working or not working properly; wrong run number displayed; wrong destination sign displayed.
- Deliberate delay to service.
- Not stopping for intending riders (pass-up).
- Poor work performance.
- Abuse of company time.
- Reporting to garage or work location late.
- Making a late relief.
- Leaving terminal late.
- Unauthorized switchback.

If you have any questions regarding the contents of this bulletin, contact a Supervisor, Instructor, Controller or Manager.

Chief Transit Officer

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Day Twenty-Six - Safety Notice of the Day

Day 26

Safety Notice!

Basics

- During inclement weather increase your following distance

- Keep your foot over the brake

- Always perform a pre-pullout check before leaving the garage

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DAYS TWENTY-SEVEN -TWENTY-EIGHT

CDL Qualification

Bus Operator Training

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DAYS TWENTY-NINE - THIRTY-FOUR

Line Instruction

Bus Operator Training

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DAY THIRTY-FIVE

Final Day

Bus Operator Training

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SOP 7052 Vault Island Procedures

cta	**Transit Operations** **Standard Operating Procedure**	**Publication Number:** **7052 (12-18-16)**	**Page 1 of 5**

Title: **Vault Island Security**

Issued to: All Bus Operations Personnel

Approved by: Robert L. Smith
Chief Transit Officer

Supersedes: Vault Island Security, 7052 (12-16-12)

INTRODUCTION

The security of the vault island is paramount to CTA operations. Authorized personnel who are permitted at the vault island are responsible for adhering to all CTA procedures concerning vault island security. Only the following personnel are so authorized.

Cashbox Puller
Bus Revenue Equipment Field Technician ("Farebox Technician")
Bus Service Supervisor
Garage General Manager
Transportation Manager
Bus Servicer or Repairer
Bus Instructor
Cashbox Puller Trainee

GENERAL INSTRUCTIONS

- Only authorized personnel are permitted at the vault island.
  - All personnel arriving at or leaving the vault island must sign in and out of the *Vault Island Log*, form *cta 3860*, and upon arrival at the vault island, all persons must present their valid CTA Employee Identification Card.

    If the person is not a CTA employee, he or she must provide valid identification. For example, a police officer in civilian clothes must present his or her police ID or star. Someone from the Office of the Executive Inspector General (OEIG) must present an OEIG ID, etc.
- If any person at the vault island does not meet security requirements, immediately notify the Transportation Manager or the Control Center, if no manager is available.
- All money taken from CTA buses belongs to the Authority and must be removed from buses as described here.

[redacted]
7(1)(v)-Sec.Meas.

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Publication Number: 7052 (12-18-16)	Page 2 of 5
Title: Vault Island Security	

[redacted]

7(1)(v)-Sec.Meas.

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Publication Number: 7052 (12-18-16)	Page 3 of 5
Title: Vault Island Security	

PERSONNEL RESPONSIBILITIES

The following personnel have vault island responsibilities when performing their job duties:

Cashbox Puller
Farebox Technician
Bus Service Supervisor
Transportation Manager
Bus Servicer or Repairer
Bus Instructor
Cashbox Puller Trainee

Cashbox Puller

- Reporting for Work

  - Report to the window clerk and obtain the receiver door knob.
  - Your employee Identification Card must be affixed to the upper right chest area of your shirt while you are on duty.
  - If you must leave the vault area for **any reason**, you must **immediately** notify the Transportation Manager.
  - **Never** leave CTA property with the receiver door knob in your possession.

- At the Vault Island

  - Sign in on the *Vault Island Log*.
  - Display your employee identification card as stated previously.
  - Do not leave the vault island without permission from the Transportation Manager.
  - Require all personnel to sign in and out of the *Vault Island Log* when they arrive at or depart from the vault island. You are responsible for seeing that all vault island security measures are followed.
  - Immediately notify the Transportation Manager of all visitors.

- Ending Work

  - Do not leave the vault island unless you are properly relieved or given permission by the Transportation Manager.
  - Sign out on the *Vault Island Log*.
  - Turn in the receiver door knob and the *Cashbox Puller's Log* to the Manager.

Farebox Technician

Farebox Technicians are permitted at the vault island to repair or replace revenue collecting equipment. They must sign the *Vault Island Log* upon arrival at and departure from the vault island.

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Bus Service Supervisor

Bus Service Supervisors are permitted at the vault island to monitor vault island activities. They ensure correct procedures are followed and may perform other supervisory duties.

A Bus Service Supervisor must sign the *Vault Island Log* upon arrival and departure.

Transportation Manager

The Transportation Manager is responsible for vault island security and has the final authority over all personnel at the vault island. The Transportation Manager must designate another person to assume these responsibilities in his/her absence.

Anyone wishing to go to the vault island, other than the Cashbox Puller, must report to the Manager's office and sign in on the *Visitor's Sign-In Sheet*, form *cta 4612*, before going to the vault island. Visitors must also sign out on the *Visitor's Sign-In Sheet* upon leaving the vault island.

If the vault island is unattended for any reason, the Transportation Manager must make sure that measures are taken to ensure its security and that of any buses that pull in to the vault island in the absence of vault island personnel.

The Transportation Manager is also responsible for the vault island security cameras. This includes, but is not limited to, viewing the surveillance videos daily, maintaining the library of tapes, conducting random audits of work being conducted at the vault island, and notifying the control desk at West Shops of needed equipment maintenance.

Bus Servicer or Repairer

A Bus Servicer or Repairer may be assigned to the vault island to direct buses to the appropriate maintenance area. Bus Servicers or Repairers, and all other maintenance personnel, must obtain authorization to enter the vault island area. Bus Servicers and Repairers must sign the *Vault Island Log* upon arrival at and departure from the vault island.

Bus Instructor and Cashbox Puller Trainee

Bus Instructors are authorized to make periodic inspections of vault island operations and to conduct instruction of Cashbox Puller trainees at the vault island. Bus Instructors must notify the Transportation Manager before going to the vault island. Bus Instructors and Cashbox Puller trainees must sign the *Vault Island Log* upon arrival and departure.

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Publication Number: 7052 (12-18-16)	Page 5 of 5
Title: Vault Island Security	

Other Authorized Personnel

CTA managers, CTA security personnel, and CTA Revenue Technicians may make periodic inspections of vault island operations. The Transportation Manager must be notified before these personnel go to the vault island.

All CTA personnel must show their CTA Employee Identification Card to the Cashbox Puller and must sign the *Vault Island Log* upon arrival and departure.

Chicago police officers must present a valid Chicago Police Department Identification Card and badge at the vault island while observing vault island operations and must sign the *Vault Island Log* upon arrival at and departure from the vault island.

Personnel from the Office of the Executive Inspector General of the State of Illinois may occasionally conduct investigations at a vault island and may not initially identify themselves. However, **everyone approaching a vault island must present identification and sign the *Vault Island Log.*** If anyone refuses to do so, immediately notify the Control Center and garage management for assistance. Stop vault operations until you are instructed by CTA management personnel to continue. If in doubt, contact the Control Center.

SAFETY IS PART OF THE JOB
Follow all established CTA rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment, and personal safety in performance of these procedures.

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SOP 8061 Vaulting the Farebox at the Vault Island

cta	**Transit Operations** Standard Operating Procedure	**Publication Number:** **8061 (06-22-25)**	**Page 1 of 8**

Title:	**Vaulting the Farebox at the Vault Island**
Issued to:	Cash Box Pullers, Bus Operators, Bus Servicers, Bus Maintenance Personnel
Approved by:	Chief Transit Officer
Supersedes:	Probing the Farebox and Emptying the Cashbox at the Vault Island, 8061 (06-27-21)

INTRODUCTION

Every bus that leaves CTA property must be taken directly to the vault island upon return to the garage. At the vault island, a Cash Box Puller empties the bus's cashbox and retrieves farebox data. When no Cash Box Puller is available, maintenance personnel will direct Operators to park their buses in specific locations for emptying and vaulting at a later time. When a Cash Box Puller becomes available, maintenance personnel will move these buses to the vault island for emptying and vaulting. See SOP 7052 *Vault Island Security* for more information.

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If a bus arrives at the vault island twenty or more minutes late or ten or more minutes earlier than its scheduled time, the Cash Box Puller must immediately notify the Transportation Manager.

For safety and security, only authorized personnel are allowed on the vault island during the Cash Box Puller shift.

The Cash Box Puller must secure the vault whenever leaving the vault island.

Cash Box Pullers are responsible for using equipment in an authorized manner. **To prevent equipment damage they must:**

- **Never** force the door of the farebox or vault to open or close.
- **Never** strike the farebox, cashbox or vault with any object (board, hammer, pipe,etc.)
- **Never** use any unauthorized object (board, hammer, pipe, etc.) to remove the cashbox from the farebox or vault.
- Never open the vault until the cycle is complete. Do not force the cashbox past its cycle. Do not interfere with or interrupt the vaulting process.

PREPARING FOR VAULTING

Start of Cash Box Puller Tour of Duty

At the start of their tour of duty, Cash Box Pullers must:

- Be in proper uniform.

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- Record their arrival for work by touching their CTA ID to the card reader at the clerk's window.
- Sign in on CTA Form 3860 *Vault Island Log* in the Transportation Manager's office.
- Obtain from the Transportation Manager:
  - The vaulting card.
  - A sufficient supply of *Cashbox Puller's Log* sheets for the current pick and appropriate day type (weekday, Saturday or Sunday). Log sheets for the current pick may be printed from the Bus Scheduling links on the Planning intranet web page at ***ftp://actransitops/shares/plan_schd/bus/.***
  - A copy of CTA Form 109.2 *Unscheduled Pull-In* log sheet (to record any pull-ins that are not listed on the pre-printed log forms).
  - A copy of CTA Form 4561 *Unusual Occurrence Report - Bus/Facilities/Rail.*
- Enter the date on the *Cashbox Puller's Log* sheets.

Cash Box Puller Arrival at Vault Island

Upon arriving at their assigned vault island, the Cash Box Puller must immediately determine if their vault is operational by checking the status of the Cash Receiver System (CRS).

- Check for any red vaulting lights and, if any, report them to Maintenance.
- Ensure the vault card target is green.

BUS ARRIVAL AT VAULT ISLAND

Upon returning to the garage, the Operator should proceed directly to the vault island for emptying.

As the bus approaches, the Cash Box Puller must note the bus number and arrival time on the Cashbox Puller's Log.

After a bus pulls in at the vault island, the Operator must secure the vehicle by holding down the brake pedal, placing the bus gear selector in NEUTRAL and then applying the parking brake. The Operator should also cover the service brake with their foot until the Cash Box Puller has completed vaulting the bus.

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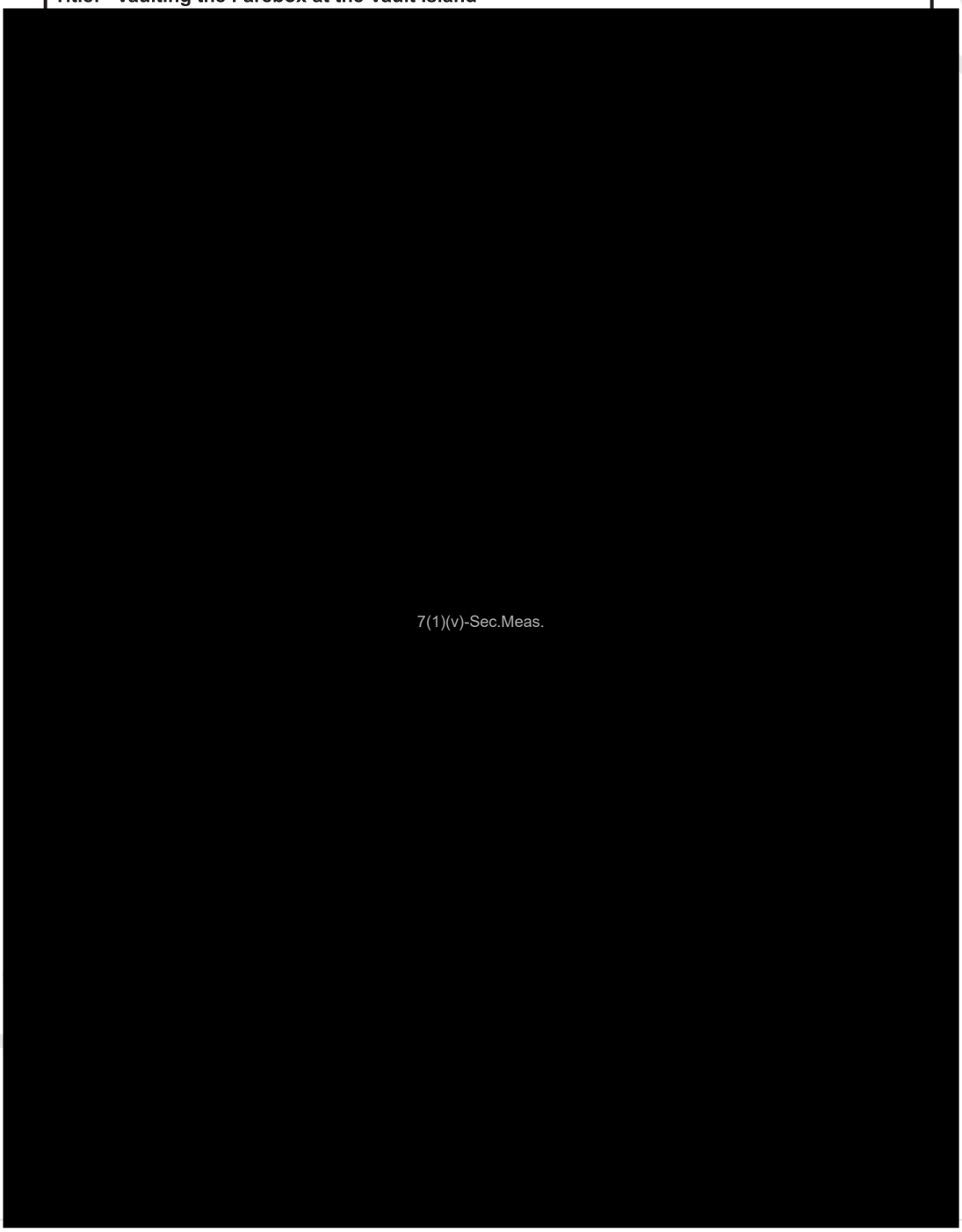

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- **Secure the vault** when the Cash Box Puller leaves the vault island. See SOP 7052 *Vault Island Security* for more information.
- Sign out on CTA Form 3860 *Vault Island Log*.

REPORTING JAMMED OR DEFECTIVE EQUIPMENT

- The Transportation Manager must be notified immediately and all vaulting operations on that bus must stop if:
  - The farebox door will not open.
  - The farebox door will not close or lock.
  - The farebox shows signs of tampering.
  - The cashbox cannot be removed from the farebox.
  - The cashbox will not close and lock.
  - The cashbox cannot be properly reinstalled in the farebox.
  - The large cashbox handle cannot be placed in the correct position in the farebox.
  - The cashbox appears to be empty.
  - The cashbox list is missing, damaged or shows signs of tampering, vandalism or attempted theft.
  - The farebox is in bypass mode.

Farebox or Cashbox

- A farebox is considered to be **jammed** when the cashbox cannot be removed or when money from the bill or coin inspection areas cannot be deposited in the cashbox below.
  - If the farebox remains jammed, notify the Transportation Manager.
  - Place the bus in a designated area until the Transportation Manager authorizes the Cash Box Puller to release the bus to farebox maintenance personnel.
- If a farebox or cashbox is **defective**, notify the Transportation Manager and farebox maintenance personnel (if available).
  - Place the bus in a designated area, as directed by Bus Maintenance personnel. The spotter will add bus information to the trouble track sheet.
  - Farebox maintenance personnel will repair or replace the defective equipment, under authorization from the Transportation Manager.
- If the cashbox door does not open during vaulting, **immediately notify the Transportation Manager and farebox maintenance personnel (if available).**
- If the farebox or cashbox is jammed or defective and neither a Transportation Manager or farebox maintenance personnel are available, notify the Bus Controller of the interruption to

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vaulting.

- Document the incident on CTA Form 4561 *Unusual Occurrence Report - Bus/Facilities/Rail.* Submit the completed form to a Transportation Manager or Bus Revenue Manager.

Vault

- If the vault is defective, the Cash Box Puller must:
  - Notify the Transportation Manager, who will then unlock the spare vault.
  - Record all incidents on the *Cashbox Puller's Log.*
  - Document all unusual occurrences on CTA Form 4561 *Unusual Occurrence Report - Bus/Facilities/Rail.* Submit the completed form to a Transportation Manager or Bus Revenue Manager.
- Document the incident on the *Cashbox Puller's Log.*

REPORTS AND FORMS SUMMARY

The following reports and forms are used in vault island operations. Cash Box Pullers must be familiar with the function and proper method of completing all required reports and forms.

Upon completion, submit all forms to the Transportation Manager and Bus Revenue Manager. The *Defective Bus* card remains with the bus for use by Bus Maintenance personnel (see below).

Form Number & Title	Completed By/*Notes*
Cashbox Puller's Log sheets	Cash Box Puller/ *supplied by Bus Scheduling for the appropriate day (weekday, Saturday or Sunday)*
109.2 *Unscheduled Pull-in* log sheets	Cash Box Puller
4946 *Defective Bus*	Cash Box Puller/*Original remains with bus, canary copy submitted to Transporation Manager*
3860 *Vault Island Log*	Cash Box Puller
4561 *Unusual Occurrence Report - Bus/Facilities/ Rail*	Cash Box Puller

SAFETY IS PART OF THE JOB
Follow all CTA established rules relating to safe operation, as well as those rules relating to use of tools, materials, equipment and personal safety in performance of these procedures.

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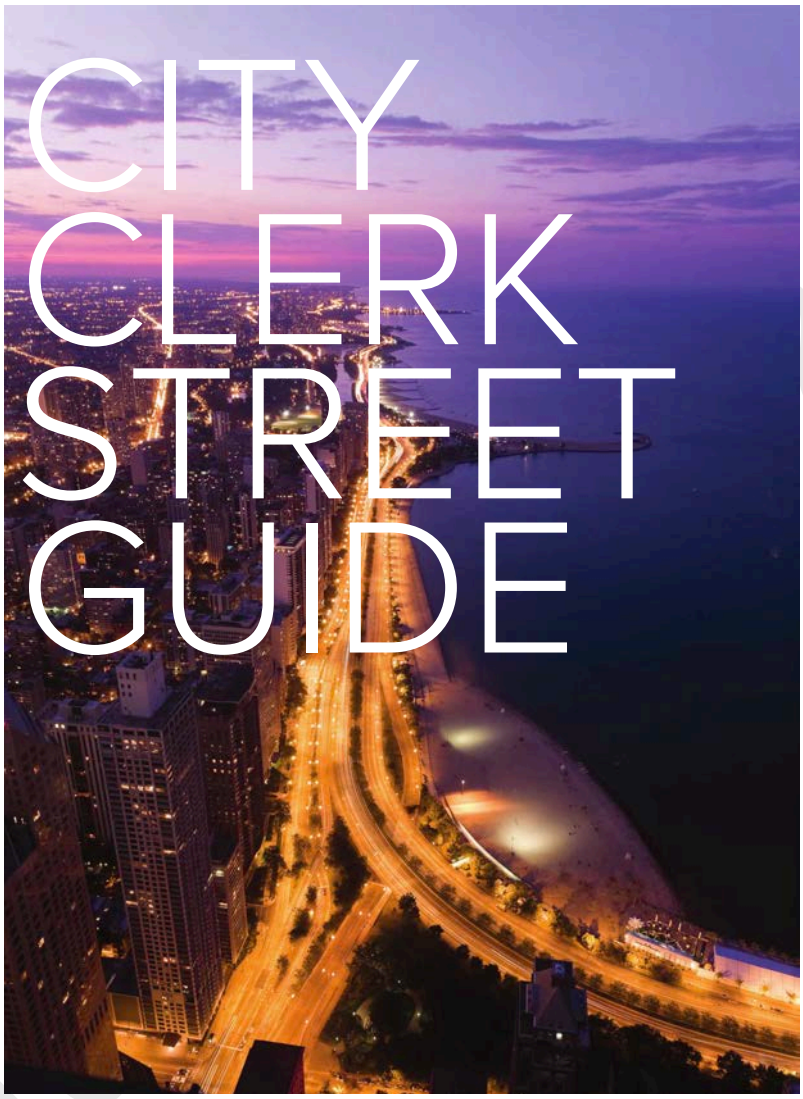
City Clerk Street Guide

PROGRAMS ABD SERVICES



The Chicago Street Guide is for reference purposes only and is not the definitive guide to the city's streets. The Office of the City Clerk does not accept any responsibility or liability for the accuracy, content, completeness, legality, or reliability of the information contained in the Chicago Street Guide.

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YEAR-ROUND CHICAGO CITY VEHICLE STICKER SALES

In 2014, the Office of the City Clerk moved out of the horse and buggy era and into the 21st century. The seasonal Chicago City Vehicle Sticker rush, which started in 1908, is now a thing of the past. Vehicle sticker sales now take place throughout the year rather than during a short, six-week period each summer. The shift to Year-Round Sales is historic and resulted in a vastly better customer service experience, shorter wait times and reduced overtime spending. **To learn more about Year-Round Sales, visit ChiCityClerk.com.**

CITY VEHICLE STICKERS

Anyone who lives in Chicago and owns a vehicle must purchase and display a current Chicago City Vehicle Sticker. You have 30 days from the day you move to the City or buy a car to purchase the Chicago City Vehicle Sticker. More than $130 million in revenue is raised each year from the sale of vehicle stickers with all funds dedicated to repairing City streets. A **$60.00** late fee is applied to the purchase of a vehicle sticker unless the motorist has documentation showing they moved to the City or purchased their car in the last 30 days. Only purchase your vehicle sticker from an authorized vendor. You can locate vendors on our website, **ChiCityClerk.com.**

Chicago City Vehicle Stickers Prices:

$90.88-Passenger Vehicles
$144.33-Large Passenger Vehicles
$213.82-Small Truck

Seniors age 65 or older receive a discounted rate of $32.08 for one passenger or one large passenger or motorbike vehicle and $135.00 for one small truck.

If you suspect a vehicle sticker is counterfeit or if you witness the sale of an unauthorized vehicle sticker, please call the **City Clerk's Investigation Division at 312-742-9217.**

To learn more about the requirements and restrictions on senior discounts please visit us at **www.chicityclerk.com.**

ANNUAL RESIDENTIAL PARKING PERMITS AND GUEST PASSES

Throughout the city there are more than one thousand residential parking zones designed to make parking easier for residents of each zone. Signs posted in the zones alert you to the zone number and parking restrictions. You can only park on these streets if you have a Chicago City Vehicle Sticker with that specific zone number listed on it or if you receive a Residential Parking Daily Permit from a resident of that parking zone.

Residential Parking Daily Permits are used in residential parking zones by guests of someone who lives in that zone. They are valid for **24 hours** and sold in **sets of 15** for **$8.00** per set. Up to 45 passes may be purchased per household in a 30 day period. These permits are available for purchase at City Clerk Office locations and online at **ChiCityClerk.com.**

CITYKEY PROGRAM

The Chicago Municipal ID Program was established to bring Chicago together as one community. Now known as the Chicago CityKey, it will enable Chicagoans to obtain an optional, valid, government-issued ID that they can then use to access a range of services from both the private and public sectors. The CityKey will also serve as your Ventra, Chicago Public Library, and Pharmaceutical Benefit Card. The optional card will be available to all Chicagoans who display documents to establish proof of identity and residency in Chicago.

As part of the CityKey program, you can also take advantage of discounts on generic and name brand medications. When you get your CityKey, your free Chicago Rx Card number will be printed directly on to the back of your card. The Chicago Rx Card is a free and easy way to save up to 80% on prescription drugs and also

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provides discounts on dental, vision, veterinarian, and lab and diabetes supplies/equipment.

No registration or pre-qualification is needed and everyone is eligible, including families and individuals, regardless of age, income or health. There's no limits on usage or an expiration date. It's also great for those who are uninsured or under insured or if you're in the Medicare "donut hole" where you must pay all costs out-of-pocket for your prescriptions after reaching your yearly limit. No fees, exams or gimmicks.

To find out more information, including what types of benefits will be associated with the card, please visit us at http://chicityclerk.com/chicagocitykey.

CITY COUNCIL INFORMATION

The Office of the City Clerk is the official record keeper for all Chicago City Council legislation. The city government impacts each of our lives in great and small ways on a daily basis. On average more than 1,000 pieces of legislation are considered at each City Council meeting. At times, following City Council and finding the legislation that most impacts you can be confusing. The City Clerk's Office is here to help. Our online Legislative Information Center provides quick and easy public access to City Council legislative documents and resources. This includes all City Council legislation with corresponding City Council meeting videos, a Legislative Search page with advanced search features, City Council Committee reports and information on all 50 aldermen.

The Legislative Information Center is accessed from ChiCityClerk.com or Chicago.legistar.com. The Center contains legislation dating back to December 2010.

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CITY COUNCIL INFORMATION

Following are just some of the features found on the Legislative Information Center:

LEGISLATION: Search and find detailed information about City Council legislation. Use the Detailed Search feature to find legislation by Sponsor, Committee referral, general topic and legislative status, such as introduced, passed, or deferred and published. Each piece of legislation also has a legislative details page that includes each record's legislative history and the full text of each file.

MEETING CALENDAR: Find detailed agendas for City Council meetings, including links to each agenda item's legislative history, text and corresponding City Council videos. In addition, you can find all City Council committee notices, agendas and summary reports.

COMMITTEES: Locate detailed information on each City Council Committee, including committee membership, contact information and committee websites.

ALDERMEN: Find information about all 50 aldermen, including their contact information and a list of all legislation he or she has sponsored. Don't know your Alderman? Use our convenient Find Your Alderman lookup tool on the page.

RSS FEEDS AND ALERTS: Create a unique user ID to sign up and receive automatic e-mail updates and RSS feeds on legislation that matters to you. You can also set up a customized legislative search and alert page on the site.

For more information about the Legislative Information Center or for questions about legislation and using the site, contact the City Clerk's Council Division at **www.ChiCityClerk.com**.

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CHICAGO GRID SYSTEM

EXPLANATION AND HISTORY

Chicago's streets are laid out on a grid, making it one of the easiest cities in the country to navigate. Most streets in Chicago run north and south or east and west. In addition to these streets, the city also has a small number of angled streets. Madison Street and State Street act as the dividers of the grid. Madison Street divides north from south. Anything north of Madison is a north street and anything south of Madison is a south street. State Street divides east and west. Anything east of State Street is an east street and anything west of State Street is a west street.

A street's proximity to either Madison or State is represented in the address. The city is divided up into one mile sections which contain eight blocks to the mile. Each block-averaging a distance of 660 feet is assigned a new series of 100 numbers. For example, the corner of La Salle Street at Chicago Avenue would be 800 North La Salle Street. This would mean that Chicago Avenue is 8 blocks north of Madison Street. The corner of 47th Street at Western Avenue would be 2400 West meaning it is located 24 blocks west of State Street.

The grid system was in place before Chicago was incorporated as a city. Eager to settle the Midwest, surveyors were commissioned to evenly divide plots of land within townships that could be sold to investors on the east coast, most of whom had never traveled to the region.

In Chicago, there was an ambition to sell land to finance the construction of the Illinois and Michigan canals. The canal commissioners hired James Thompson, a surveyor from southern Illinois, to divide Chicago into lots that could easily be sold to investors. Thompson evenly laid out Chicago streets 66 feet wide with 16 feet wide alleys to separate the plots. Other surveyors followed Thompson's example, leading to the system of streets as we know it today.

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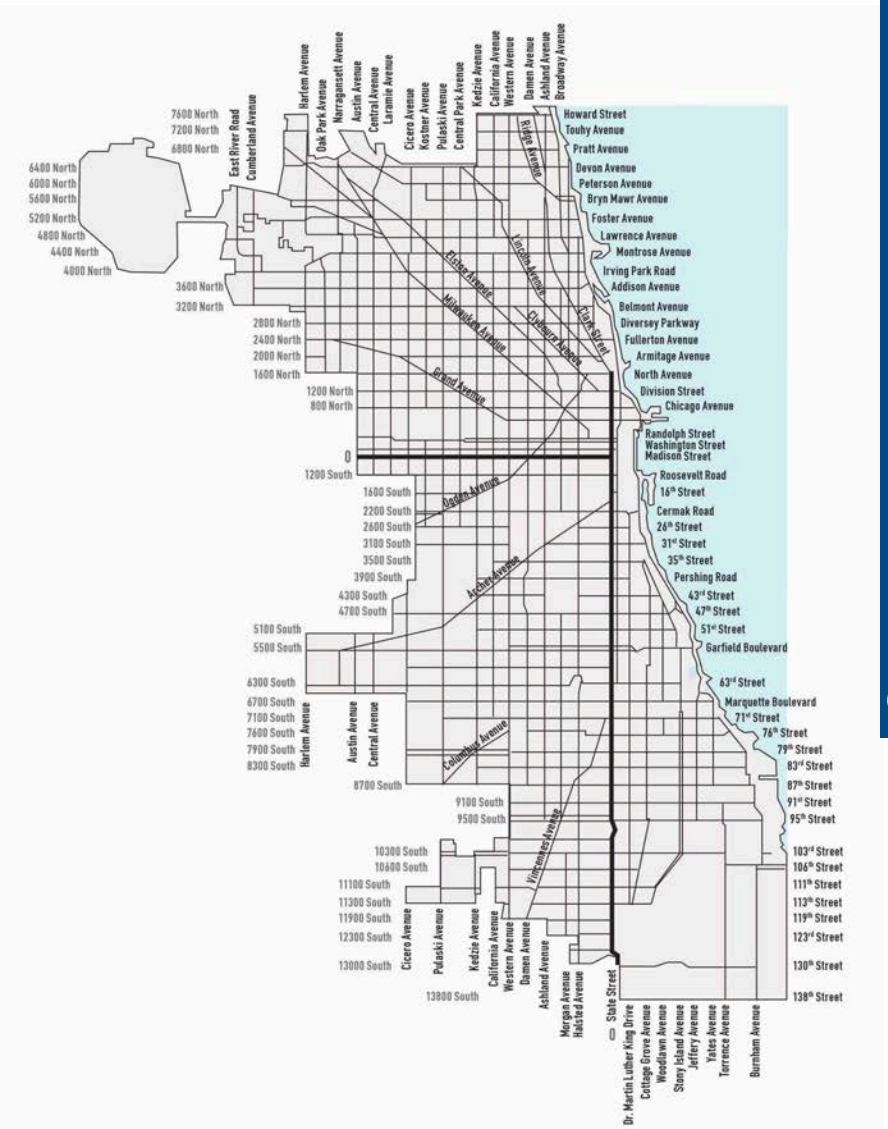
CHICAGO GRID SYSTEM MAP



All streets, including diagonal streets, are numbered North, South, East, or West from the base lines.

CHICAGO GRID SYSTEM

CHICAGO STREET GUIDE

ALPHABETICAL STREETS

A

Abbott Ave (S) 210 W ..... 9041 S to 9099 S
Aberdeen St (N&S) 1100 W ..... 799 N to 12299 S
Academy Pl (N&S) 812 W ..... 99 N to 99 S
Achsah Bond Dr (E) 1250 S ..... 500 E to 800 E
Ada St (N&S) 1324 W ..... 1699 N to 12299 S
Adams St (E&W) 200 S ..... 99 E to 5599 W
Adams Blvd (W) 144 S ..... 5600 W to 5999 W
Addison St (W) 3600 N ..... 500 W to 8399 W
Administration Dr (E) 5620 S ..... 720 E to 799 E
Agatite Ave (W) 4432 N ..... 800 W to 8699 W
Ainslie St (W) 4900 N ..... 804 W to 5899 W
Albany Dr (N) 3100 W ..... 1542 N to 1599 N
Albany Ave (N&S) 3100 W ..... 7599 N to 11299 S
Albion Ave (W) 6600 N ..... 1000 W to 7299 W
Aldine Ave (W) 3300 N ..... 400 W to 899 W
Alexander St (W) 2246 S ..... 200 W to 299 W
Algonquin Ave (N) 5600 W ..... 6416 N to 6999 N
Allen Ave (N) 3500 W ..... 2900 N 3099 N
Allport St (S) 1234 W ..... 1600 S to 2199 S
Alta Vista Terrace (N) 1054 W ..... 3800 N to 3899 N
Altgeld St (W) 2500 N ..... 800 W to 7199 W
Anchor Dr (N) 2728 W ..... 3200 N to 3261 N
Ancona St (W) 654 N ..... 800 W to 1399 W
Ann Lurie Pl (W) 4220 S ..... 4000 W to 4557 W
Anson Pl (W) 418 N ..... 2200 W to 2299 W
Anthon Ave (N) 8534 W ..... 4500 N to 4799 N
Anthony Ave. 400 E ..... 6800 S to 3000 E at 9400 S
Arcade Pl (W) 20 S ..... 100 W to 1799 W
Arch St (S) 1316 W ..... 2900 S to 3099 S
Archer Ave ..... 1 W to 7160 W
Ardmore Ave (W) 5800 N ..... 900 W to 7899 W
Argyle St (W) 5000 N ..... 820 W to 8613 W
Arlington Pl (W) 2444 N ..... 400 W to 699 W
Armitage Ave (W) 2000 N ..... 300 W to 7199 W
Armour St (N) 1500 W ..... 400 N to 799 N
Armstrong Ave (W) 5660 N ..... 5200 W to 5551 W
Artesian Ave (N&S) 2432 W ..... 7499 N to 11899 S
Arthington St (W) 900 S ..... 1056 W to 5999 W
Arthur Ave (W) 6500 N ..... 1200 W to 7199 W
Asher St (W) 12244 S ..... 1534 W to 1599 W
Ashland Blvd (N) 1600 W ..... 6800 N to 7438 N
Ashland Ave (N&S) 1600 W ..... 7799 N to 12299 S
Astor St (N) 50 E ..... 1200 N to 1599 N
Attrill St (W) 2200, N ..... 2600 W to 2699 W
Augusta Blvd (W) 1000 N ..... 1200 W to 5999 W
Austin Blvd (N&S) 6000 W ..... 1599 N to 1199 S
Austin Ave (N&S) 6000 W ..... 6199 N to 6499 S
Avalon Ave (S) 1232 E ..... 7600 S to 9899 S
Avenue B (S) 4032 E ..... 10500 S to 11210 S
Avenue C (S) 4000 E ..... 10600 S to 11199 S
Avenue D (S) 3932 E ..... 10600 S to 11199 S
Avenue E (S) 3900 E ..... 10400 S to 11199 S
Avenue F (S) 3832 E ..... 10142 S to 13259 S
Avenue G Dr (S) 3800 E ..... 9722 S to 10199 S
Avenue G (S) 3800 E ..... 9800 S to 11699 S
Avenue H (S) 3732 E ..... 9700 S to 11699 S
Avenue J (S) 3700 E ..... 9600 S to 11799 S
Avenue K (S) 3624 E ..... 13300 S to 13599 S
Avenue L (S) 3600 E ..... 9500 S to 13599 S
Avenue M (S) 3532 E ..... 9500 S to 13599 S
Avenue N (S) 3500 E ..... 9500 S to 13541 S
Avenue O (S) 3432 E ..... 8700 S to 13799 S
Avers Ave (N&S) 3832 W ..... 6399 N to 10838 S
Avondale Ave 1800 W ..... 2026 N to 7800 W at 6794 N

B

Baker Ave 3014 E ..... 8300 S to 3158 E at 8436 S
Balbo Ave (E) 700 S ..... 1 E to 99 E
Balbo Dr (E) 700 S ..... 100 E to 399 E
Baldwin Ave (S) 1900 E ..... 7400 S to 7499 S
Balmoral Ave (W) 5400 N ..... 1000 W to 8399 W
Baltimore St. 2808 ..... 8300 S to 3124 E at 13515 S*
Banks St (E) 1334 N ..... 1 E to 81 E
Barry Ave (W) 3100 N ..... 314 W to 7599 W
Bay Court (N) 2708 W ..... 3200 N to 3261 N
Beach Ave (W) 1422 N ..... 1600 W to 3599 W
Beacon St (N) 1338 W ..... 4400 N to 4799 N
Beaubien Court (N) 120 E ..... 140 N to 199 N
Belden Ave (W) 2300 N ..... 300 W to 7199 W
Bell Ave (N&S) 2232 W ..... 7599 N to 11899 S
Belle Plaine Ave (W) 4100 .. N800 W to 8399 W
Bellevue Pl (E) 1030 N ..... 1 E to 149 E
Belmont Ave (W) 3200 N ..... 300 W to 8999
Bennett Ave (S) 1900 E ..... 6700 S to 9599 S
Bensley Ave (S) 2500 E ..... 9525 S to 13559 S
Benson St (S) 1400 W ..... 3100 S to 3299 S
Benton Pl (E) 172 N ..... 1 E to 499 E
Berenice Ave (W) 3832 N ..... 1800 W to 6759 W
Berkeley Ave (S) 1024 E ..... 4114 S to 5299 S
Bernard St (N) 3434 W ..... 2400 N to 6299 N
Berteau Ave (W) 4200 N ..... 1400 W to 8399 W
Berwyn Ave (W) 5300 N ..... 900 W to 8799 W
Besly Court (N) 1408 W ..... 1600 N to 1899 N
Bessie Coleman Dr (N) 10432 W ..... 5324 N to 10003 N
Best Dr (E) 6000 S ..... 400 E to 731 E
Beverly Ave 2 ..... 8700 S to 1030 W at 11026 S*
Beverly Glen Pkwy (W) 9934 S ..... 1600 W to 1799 W
Bingham St (N) 2518 W ..... 2000 N to 2199 N
Birchwood Ave (W) 7500 N ..... 1300 W to 7761 W
Birkhoff Ave (S) 648 W ..... 8300 S to 8399 S
Bishop St (N&S) 1438 W ..... 831 N to 12299 S
Bissell St (N) 832 W ..... 1630 N to 2299 N
Bittersweet Pl (W) 4100 N ..... 612 W to 6599 W
Blackhawk St (W) 1500 N ..... 400 W to 1699 W
Blackstone Ave (S) 1436 E ..... 4900 S to 9299 S
Blake St (S) 2208 W ..... 3600 S to 3699 S
Blanchard Court (S) 20 E ..... 2400 S to 2447 S
Bliss St (W) 1100 N ..... 900 W to 999 W
Bloomingdale Ave (W) 1800 N ..... 1500 W to 7199 W*

Asterisk (*) Symbol indicated the street is not continuous.

R1 SUCCESS 250813

Blue Island Ave 1068 W.....1200 S to 2400 W at 2598 S
Bonaparte St 1400 W..2998 S to 1320 W at 2948 S
Bond Ave (S) 3134 E..... 8342 S to 8499 S
Bonfield St (S) 1036 W.....2700 S to 3099 S
Bosak Ave (W) 10200 S .....2432 W to 2499 W
Bosworth Ave (N) 1530 W ...1200 N to 7699 N
Boulevard Way (S) 2938 E ..... 2400 S to 2499
Bowen Ave (E) 4134 S ..... 400 E to 899 E
Bowen Dr (E) 5112 S .....732 E to 899 E
Bowler St 746 S .... 2100 W to 921 S at 2194 W
Bowmanville Ave 2342 W...5300 N to 2000 W at 5498 N
Bradley Pl (W) 3732 N .....738 W to 2651 W*
Brainard Ave 2700 E..13048 S to 3400 E at 13746 S
Brandon Ave (S) 3200 E.....7900 S to 13699 S
Brayton St (E&W) 12562 S ..... 99 E to 199 W
Breakwater Access (N) 600 E..152 N to 399 N
Brennan Ave (S) 2300 E.....9600 S to 9799 S
Briar Pl (W) 3138 N.....329 W to 799 W
Brighton Pl (S) 2700 W.....3950 S to 4099 S
Broad St 1500 W....2928 S to 1400 W at 3066 S
Broadway 600 W.....2800 N to 1200 W at 6358 N
Brodman Ave (W) 4416 N . 8400 W to 8699 W
Brompton Ave (W) 3535 N.... 500 W to 799 W
Bross Ave (W) 3200 S ..... 2200 W to 2499 W
Browning Ave (E) 3548 S .....500 E to 599 E
Bryn Mawr Ave (W) 5600 N 900 W to 8799 W
Buckingham Pl (W) 3332 N... 600 W to 899 W
Buena Ave (W) 4200 N.....636 W to 1030 W
Buena Circle (W) 4200 N ... 1042 W to 1050 W
Buffalo Ave (S) 3300 E..... 8232 S to 13662 S*
Burkhardt Dr ..... Douglas Park
Burley Ave (S) 3234 E..... 8232 S to 13558 S*
Burling St. (N) 728 W .....1532 N to 2932 N*
Burkhardt Dr (W) 1354 S ... 2830 W to 2999 W
Burley Ave (S) 3234 E..... 8200 S to 13599 S
Burling St (N) 728 W .....1200 N to 2999 N
Burnham Ave (S) 2800 E.....7640 S to 8699 S*
Burnham Harbor Dr (S) 500 E . 1800 S to 1999 S
Burnside Ave 234 E..9134 S to 800 E at 9462 S
Burton Pl (E&W) 1500 N ..... 99 E to 199 W
Busse Ave (N) 6710 W.....5000 N to 5027 N
Byron St (W) 3900 N..... 1000 W to 8399 W W

C

Cabrini St (W) 828 .....500 W to 1399 W
Cahill Terrace (W) 3610 N..7800 W to 7897 W
Caldwell Ave 4500 W.....5700 N to 6437 W at 7163 N*
Calhoun Pl (W) 24 N.....1 W to 351 W
Calhoun Ave (S) 2526 E.....9525 S to 13637 S
California Terrace (W) 3122 N 700 W to 799 W
California Blvd (S) 2800 W....1200 S to 3057 S
California Ave (N&S) 2800 W.....7599 N to 11099 S
Calumet Ave (S) 334 E..... 1800 S to 13599 S
Calumet Pkwy (S) 324 E.....1800 S to 1899 S
Cambridge Ave (N) 536 W.... 800 N to 3199 N
Campbell Pl (W) 540 N..... 100 W to 131 W
Campbell Ave (N&S) 2500 W.....7499 N to 11899 S
Campbell Park Dr (W) 708 S.....2200 W to 2299 W
Campus Pkwy (S) 828 W .....1400 S to 1523 S
Canal St (N&S) 500 W ..... 499 N to 4399 S
Canalport Ave 500 W...1748 S to 1000 W at 2190 S
Canfield Ave (N) 7900 W..... 5130 N to 6399 N
Carmen Ave (W) 5100 N ..... 830 W to 8599 W
Carondolet Ave (S) 3032 E..12200 S to 13499 S
Carpenter St (N&S) 1032 W...899 N to 12299 S
Carroll Ave (W) 328 N.....100 W to 4799 W
Carver Plaza (E) 3718 S..... 44 E to 115 E
Carver Dr (S) 1200 E..... 13000 S to 13199 S
Castleisland Ave (W) 4540 N..8416 W to 8599 W
Castlewood Terrace (W) 4862 N...800 W to 999 W
Catalpa Ave (W) 5500 N.... 1000 W to 8799 W
Catherine Ave (W) 5400 N..8100 W to 8799 W
Caton St (W) 1652 N.....2101 W to 2199 W
Cedar St (E) 1120 N.....1 E to 99 E
Central Ave (N&S) 5600 W..... 6999 N 6499 S
Central Park Dr (N) 3600 W.....1 N to 199 N
Central Park Blvd (N&S) 3600 W.....459 N 398 S
Central Park Ave (N&S) 3600 W.....6399 N to 11699 S
Cermak Rd (E&W) 2200 S..... 499 E to 4599 W
Chalmers Pl (W) 2332 N.....832 W 899 W
Chalmers St (N) 900 W ..... .2300 N to 2399 N
Champlain Ave (S) 634 E..... 4200 S to 13099 S
Chanay St (W) 2132 N..... 2700 W to 2799 W
Chappel Ave (S) 2032 E ..... 6700 S to 9831 S
Charles St 1700 W.....9400 S to 1400 W at 10500 S
Charleston St (W) 2100 N . 2000 W to 2599 W
Chase Ave (W) 7300 N.....1200 W to 7799 W
Chelsea Pl (W) 11040 S.....1600 W to 1731 W
Cheltenham Pl (E) 7878 S..... 3000 E to 3199 E
Cherry Ave 928 W. 100 N to 1100 W at 1564 N
Chester Ave (N) 8500 W ....4400 N to 5599 N
Chestnut St (E&W) 860 N .....299 E to 1599 W
Chicago Ave (E&W) 800 N ....399 E to 5999 W
Chicago Beach Dr (S) 1624 E...4800 S to 4999 S
Chicora Ave (N) 5700 W.... 6500 N to 6999 N
Childrens Plaza (N) 724 W..2300 N to 2399 N
China Pl (S) 211 W..... 2014 S to 2199 S
Christiana Ave (N&S) 3332 W..6199 N to 11231 S
Church St 1500 W10300 S to 2038 W at 11878 S
Churchill St (W) 1832 N.....2000 W to 2199 W
Churchill Row (W) 1800 N... 2100 W to 2199 W
Cicero Ave (N&S) 4800 W..6399 N to 11499 S
Circle Pkwy (S) 810 W.....1405 S to 1429 S
Cityfront Plaza Dr (N) 200 E.... 438 N to 499 N
Claremont Ave (N&S) 2332 W....7599 N 10699 S
Clarence Ave (W) 6234 N..6500 W to 7799 W
Clarendon Ave (N) 800 W... 3912 N to 4799 N
Clark St 100 W.....2138 S to 1800 W at 7553 N
Cleaver St (N) 1432 W.....1100 N to 1499 N
Cleveland Ave (N) 500 W..... 800 N to 2399 N
Clifford Ave (N) 5000 W ..... 5729 N to 5799 N
Clifton Ave (N) 1126 W .....1900 N to 4799 N
Clinton St (N&S) 540 W.....529 N to 1899 S
Clover St (N) 4614 W ....4000 N to 4099 N
Clybourn Ave 426 W...1200 N to 2400 W at 3174 N
Clyde Ave (S) 2100 E .... 6700 S to 9999 S
Coast Guard Dr (S) 2030 E . 6246 S to 6599 S
Coles Ave 2500 E..7100 S to 3100 E at 8258 S
Colfax Ave (S) 2600 E ..... 7400 S to 9699 S
College Pkwy (W) 1508 S..... 800 W to 999 W

Asterisk (*) Symbol indicated the street is not continuous.

CHICAGO STREET GUIDE

Columbia Ave (W) 6734 .....1000 W to 7799 W
Columbus Ave 7400 S....2400 W to 8656 S to 4022 W
Columbus Dr (N&S) 301 E..... 529 N to 1332 S
Commercial Ave(S) 3000 E7900 S to 13399 S
Commercial Court (S) 2948 E.....8032 S to 8099 S
Commodore Whalen Dr (S) 2200 E...6502 S to 6599 S
Commons Dr (N) 8430 W ...4600 N to 4699 N
Commonwealth Ave (N) 340 W.....2300 N to 2939 N
Concord Lane (W) 1632 N..... 200 W to 299 W
Concord Pl (W) 1632 N .....300 W to 5199 W
Congress Pkwy (E&W) 500 S..99 E to 5599 W
Congress Dr (E) 500 S .....100 E to 299 E
Congress Plaza Dr (S) 400 E ...400 S to 599 S
Conservatory Dr (N) 3600 W...200 N to 410 N
Constance Ave (S) 1832 E ...6700 S to 9599 S
Corbett St (S) 958 W.....2500 S to 2599 S
Corcoran Pl (W) 400 N .....5500 W to 5999 W
Corliss Ave (S) 800 E.....10300 S to 13450 S
Cornelia Ave (W) 3500 N.....500 W to 8399 W
Cornell Ave (S) 1600 E..... 4700 S to 9399 S
Cornell Dr (S) 1632 E.....5700 S to 6658 S
Cortez St (W) 1032 N.....1170 W to 5599 W
Cortez Dr (W) 3200 N.....3132 W to 3199 W
Cortland St (W) 1900 N.....1201 W to 7199 W
Cottage Grove Ave 200 E...2218 S to 1020 E at 12958 S*
Cottage Pl (W) 224 S ..... 1200 W to 1259 W
Couch Pl (W) 170 N.....1 W to 799 W
Coulter Street 2000 W...2336 S to 2266 W at 2500 S
Court Pl (W) 125 N .....1 W to 799 W
Coyle Ave (W) 6932 N.....2400 W to 7399 W
Crandon Ave (S) 2300 E.... 6700 S to 10399 S
Cregier Ave (S) 1800 E..... 6700 S to 9399 S
Crest Line St (W) 8144 S..... 4100 W to 4199 W
Crilly Court (N) 224 W..... 1700 N to 1799 N
Crilly Dr (S) 3900 E.....9500 S to 9999 S
Crosby St (N) 600 W..... 920 N to 1199 N
Crowell St (S) 1200 W ..... 2700 S to 2799 S
Crystal St (W) 1232 N ..... 1362 W to 5599 W
Cullerton St (E&W)2000 S .... 399 E to 4399 W
Cullom Ave (W) 4300 N ..... 900 W to 6099 W
Cumberland Ave (N) 8400 W.....3200 N to 5899 N
Cuyler Ave (W) 4032 N .....800 W to 6399 W
Cyril Ave (S) 1964 E..... 7128 S to 7199 S

D

Dakin St (W) 3932 N .....800 W to 6799 W
Damen Ave (N&S) 2000 W....7599 N to 10099 S
Daniel Dr (S) 300 E .....13000 S to 13199 S
Dante Ave (S) 1432 E .....6330 S to 9199 S
Dauphin Ave (S) 888 E..... 8700 S to 10899 S
Davlin Court (N) 3946 W.....3000 N to 3199 N
Davol St (S) 1620 W..... 11232 S to 11499 S
Dawson Ave (N) 3432 W ... 2800 N to 2999 N
Dayton St (N) 832 W.....1400 N to 4399 N
De Sable St (W) 3756 S..... 232 W to 299 W
Dean St (N) 1700 W..... 1334 N to 1399 N
Dearborn St (N&S) 36 W.....1499 N to 5499 S
Dearborn Pkwy (N) 36 W.....1500 N to 1599 N
Dekoven St (W) 1100 S ..... 540 W to 599 W
Delano Court (S) 150 W.....1000 S to 1199 S
Delaware Pl (E&W) 900 N .....299 E to 599 W
Delphia Ave (N) 8600 W.....4500 N to 5599 N
Deming Pl (W) 2534 N.....400 W to 5399 W
Denvir Ave (S) 2526 W..... 500 S to 599 S
Desplaines St (N&S) 630 W...599 N to 2099 S
Desplaines Rd (N) 9400 W..5200 N to 5229 N
Devon Ave (W) 6400 N.....1200 W to 7799 W
Dewitt Pl (N) 238 E..... 830 N to 931 N
Dickens Dr (W) 2100 N.....275 W to 299 W
Dickens Ave (W) 2100 N..... 319 W to 7199 W
Dickens Blvd (W) 2100 N..... 300 W to 318 W
Dickinson Ave W4100 N to 5000 W at 4168 N
Diversey Dr (W) 2800 N ..... 100 W to 240 W
Diversey Pkwy (W) 2800 N..241 W to 2225 W
Diversey Ave (W) 2800 N....2218 W to 7199 W
Diversey School Court (W) 2756 N.1100 W to 1199 W
Division St (E&W) 1200 N.....99 E to 5999 W
Dobson Ave (S) 1032 E ..... 7100 S to 13357 S
Dominick St 1430 W...2037 N to 1522 W at 2242 N
Dorchester Ave (S) 1400 E..4729 S to 10099 S
Doty Ave West (S) 1200 E..10700 S to 13000 S
Doty Ave East 1750 E....10300 S to 1600 E at 13000 S
Douglas Blvd (W) 1400 S ....3100 W to 3799 W
Douglas Dr (W)1400 S ..... 3029 W to 3099 W
Dover St (N) 1400 W ..... 4400 N to 4799 N
Dowagiac Ave (N) 5400 W.6700 N to 6999 N
Drake Ave (N&S) 3532 W..... 6399 N 11499 S
Draper St (W) 2540 N..... 1200 W to 1299 W
Drew St (S) 1700 W..... 10500 S to 10899 S
Drexel Blvd (S) 900 E.....3901 S to 5099 S
Drexel Ave (S) 900 E ..... 5100 S 13099 S
Drexel Square Dr (E) 5130 S .... 800 E to 899 E
Drummond Pl (W) 2632 N...500 W to 5599 W
Dunbar Ave (S) 246 E..... 9200 S 9299 S

E

Early Ave 5700 N1200 W to 5840 N at 1358 W
East Circle Ave (N) 7034 W.....to 5700 N to 5999 N
East End Ave (S) 1700 E.....4900 S to 9399 S
East River Rd (N) 8800 W...4400 N to 5999 N
East View Park (S) 1728 E....5400 S to 5499 S
Eastgate Pl (E) 2520 S .....344 E to 399 E
Eastlake Terrace (N) 1320 W...7500 N to 7799 N
Eastman St (W) 1440 N..... 700 W to 1129 W
Eastwood Ave (W) 4632 N..800 W to 6399 W
Eberhart Ave (S) 500 E .....3124 S to 13399 S
Edbrooke Ave (S) 134 E.....10500 S to 13360 S
Eddy St (W) 3532 N..... 1100 W to 6399 W
Edens Pkwy (N) 4812 W.....5400 N to 5499 N
Edgebrook Terrace (N) 5924 W.... 6700 N to 6799 N
Edgewater Ave (W) 5732 N....1400 W to 1699 W
Edmaire St (W) 11300 S ..... 1655 W to 2023 W
Edmunds St (W) 5000 N... 5400 W to 5599 W
Edward Court (N) 749 W.....2100 N to 2159 N
Eggleston Ave (S) 432 W... 5900 S to 12999 S
Elaine Pl (N) 700 W .....3400 N to 3499 N
Elbridge Ave (N) 3600 W ...3000 N to 3099 N

Asterisk (*) Symbol indicated the street is not continuous.

Eleanor St (S) 1200 W.....2500 S to 2899 S
Elias Court (S) 1200 W.....2900 S to 2999 S
Elizabeth St (N&S) 1232 W ...933 N to 12299 S
Elk Grove Ave 1400 N ...1800 W to 1548 N at 1900 W
Ellen St (W) 1282 N.....1714 W to 1999 W
Elliott Ave (S) 1836 E.....8110 S to 8199 S
Ellis Ave 600 E..2600 S to 1000 E at 13526 S*
Ellsworth Dr (S) 400 E .....5100 S to 5499 S
Elm St (E&W) 1142 N ..... 99 E to 699 W
Elmdale Ave (W) 6000 N.... 1200 W to 1599 W
Elsdon Ave (S) 3610 W ..... 5400 S to 5446 S
Elston Ave 1132 W..824 N to 6214 W at 6175 N
Emerald Ave (S) 732 W ..... 1400 S to 12999 S
Emerald Dr 724 W....6200 S to 746 W at 6438 S
Emmett St 3200 W...2600 N to 3232 W at 2646 N*
Englewood Ave (W) 6232 S...244 W to 759 W
Erie St (E&W 658 N ..... 499 E to 5999 W
Ernst Court (N) 100 E .....856 N to 999 N
Escanaba Ave (S) 2900 E....7810 S to 13299 S
Essex Ave (S) 2500 E.....7500 S to 9399 S
Estes Ave (W) 7100 N .....1300 W to 7599 W
Euclid Ave (S) 1932 E.....6700 S to 9699 S
Euclid Pkwy (S) 1908 E..... 7400 S to 7499 S
Eugenie St (W) 1700 N.....138 W to 599 W
Evans Court (E) 740 N ..... 100 E to 121 E
Evans Ave (S) 732 E.....3800 S to 13499 S
Everell Ave (W) 6128 N.....7200 W to 7699 W
Everett Ave (S) 1738 E .....5400 S to 5599 S
Everett Dr (S) 1738 E .....5600 S to 5699 S
Evergreen Ave (W) 1332 N..200 W to 3599 W
Ewing Ave 3338 E ...9200 S to 3430 E to 12040 S*
Exchange Ave (W) 4160 S ..... 800 S to 1199 S

F

Fair Pl (W) 1324 N .....700 W to 799 W
Fairbanks Court (N) 300 E..... 528 N to 799 N
Fairfield Ave (N&S) 2732 W..7431 N to 11499 S
Fairhope Ave (W) 6840 N....12214 W to 12399 W
Fairview Ave (N) 8300 W ... 5544 N to 5670 N
Fargo Ave (W) 7432 N.....1300 W to 7750 W
Farragut Ave (W) 5232 N .. 1400 W to 9899 W
Farrar Dr (S) 3000 W ..... 1231 S to 1899 S
Farrell St (S) 1200 W .....2600 S to 3099 S
Farwell Ave (W) 6900 N .....1100 W to 7399 W
Federal St (S) 60 W..... 300 S to 5499 S
Felton Court (N) 362 W.....1126 N to 1199 N
Ferdinand St (W) 460 N ..... 1400 W to 5499 W
Fern Court (N) 418 W ..... 1700 N to 1799 N
Field Blvd (N) 400 E.....150 N to 312 N
Fielding Ave (S) 581 W .....7700 S to 7899 S
Fifth Ave 1 S .....2800 W to 912 S at 4948 W*
Fillmore St (W) 1100 S ..... 1300 W to 5999 W
Financial Pl (S) 156 W .....300 S to 999 S
Finsbury Court (E) 2550 S.....343 E to 368 E
Fitch Ave (W) 7132 N.....2400 W to 7399 W
Fletcher St (W) 3132 N.....819 W to 6999 W
Flournoy St (W) 700 S ..... 1200 W to 5599 W
Ford Ave (S) 658 W.....2200 S to 2299 S
Ford City Dr (W) 7700 S..... 4001 W to 4399 W
Foreman Dr (E) 9500 S.....3730 E to 3999 E
Forest Ave (S) 300 E.....9141 S to 13599 S
Forest Glen Ave 5032 W..5270 N to 4400 W at 6252 N
Forestview Ave (N) 8750 W4420 N to 4699 N
Forest Preserve Dr 3375 N..7300 W to 4000 N at 8800 W
Forrestville Ave (S) 532 E.. 4300 S to 13299 S
Foster Dr (W) 5200 N..... 600 W to 852 W
Foster Ave (W) 5200 N..... 853 W to 9999 W
Foster Pl (W) 5200 N..... 7101 W to 7199 W
Francis Pl 2156 N ...2600 W to 2022 N at 2790 W
Francisco Ave (N&S) 2900 W ..7599 N to 10299 S
Franklin Blvd (W) 500 N 300 6000 S to 6029 S
Frontier Ave (N) 648 W ..... 1140 N to 1534 N
Fry St (W) 840 N.....900 W to 1599 W
Fuller St (W) 2900 S..... 1300 W to 1599 W
Fullerton Dr (W) 2400 N ..... 30 W to 299 W
Fullerton Pkwy(W) 2400 N.... 300 W to 699 W
Fullerton Ave (W) 2400 N.... 700 W to 6633 W
Fulton St (W) 300 N.....500 W to 5999 W
Fulton Blvd (W) 300 N..... 3000 W to 3599 W
Fulton Dr (W) 300 N..... 3600 W to 3613 W
Fulton Market (W) 300 N.....640 W to 1299 W

G

Gale St (W) 4926 N .....5300 W to 5499 W
Galewood Ave (W) 1900 N.5200 W to 5429 W
Garfield Dr (E) 5500 S ..... 400 E to 440 E
Garfield Blvd (E&W) 5500 S...499 E to 2399 W
Garfield Square Dr (W) 512 N....3600 W to 3632 W
Garland Court (N) 70 E.....1 N to 299 N
Garvey Court (N) 69 W.....200 N to 299 N
Geneva Terrace (N) 600 W..2201 N to 2699 N
Genoa Ave (S) 814 W.....8700 S to 9999 S
George St (W) 2900 N.....800 W to 7199 W
Germania Pl (W) 1536 N..... 100 W to 139 W
Gettysburg St (W) 5200 N.....5400 W to 5599 W
Giddings St (W) 4732 N..... 2000 W to 6399 W
Gilbert Court (S) 700 W..... 8404 S to 8499 S
Giles Ave (S) 300 E .....3100 S to 3899 S
Givins Court (S) 720 W.....8500 S to 8599 S
Gladys Ave (W) 332 S.....700 W to 5599 W
Glenlake Ave (W) 6100 N..... 900 W to 7819 W
Glenroy Ave (S 1428 W .... 10500 S to 10859 S
Glenwood Ave (N) 1400 W.. 4900 N to 7137 N
Goethe St (E&W) 1300 N..... 99 E to 499 W
Gole Dr (S) 5728 W .....220 S to 499 S
Gole Dr (W) 244 S.....5700 W to 5745 W
Goodman St (W) 5000 N...5600 W to 5733 W
Gordon Terrace (W) 4182 N.... 631 W to 999 W
Governors Pkwy (W) 400 N...3400 W to 3599 W
Grace St (W) 3800 N.....600 W to 8399 W
Grady Court (S) 1400 W .....2800 S to 2899 S
Grand Ave 530 N..558 E to 2420 N at 7194 W
Grant Pl (W) 2232 N..... 400 W to 599 W
Granville Ave (W) 6200 N....900 W to 4399 W
Gratten Ave (S) 1054 W.....3000 S to 3099 S
Green St (N&S) 832 W..... 899 N to 12935 S
Green Bay Ave (S) 3400 E..8300 S to 13599 S
Greenleaf Ave (W) 7034 N...1200 W to 7399 W

CHICAGO STREET GUIDE

Greenview Ave (N) 1500 W.. 800 N to 7699 N
Greenwood Ave (S) 1100 E 4200 S to 13399 S
Gregory St (W) 5530 N.....1400 W to 8799 W
Grenshaw St (W) 1132 S.....540 W to 4599 W
Gresham Ave (N) 3534 W.. 2900 N to 3099 N
Grove St (S) 222 W.....1600 S to 2999 S
Groveland Park (E) 3344 S.....600 E 699 E
Grover St (W) 4900 N..... 5620 W to 5799 W
Gullikson Rd (S) 7000 W.....6200 S to 6299 S
Gunnison St (W) 4832 N .....751 W to 7198 W

H

Haddock Pl (E&W) 220 N ..... 99 E to 299 W
Haddon Ave (W) 1132 N .....1500 W to 5599 W
Haft St (W) 6300 N.....6342 W to 6399 W
Haines St (W) 1100 N.....800 W to 1099 W
Hale Ave 1900 W..10301 S to 2100 W at 11858 S*
Halsted Pkwy (S) 754 W..... 6333 S to 6599 S
Halsted St (N&S) 800 W .... 3799 N to 12999 S
Hamilton Ave (N&S) 2100 W..7399 N to 10699 S
Hamlet Ave (S) 1448 W.....11100 S to 11238 S
Hamlin Blvd (N&S) 3800 W..... 299 N to 599 S
Hamlin Ave (N&S) 3800 W..6399 N to 11499 S
Hampden Court (N) 442 W..2600 N to 2799 N
Hanson Ave (W) 1932 N.....5232 W to 5433 W
Harbor Dr (N) 400 E.....150 N to 225 N
Harbor Ave (S) 3428 E .....9100 S to 9399 S
Harding Ave (N&S) 3932 W....6299 N to 11099 S
Harlem Ave (N&S) 7200 W...7598 N to 6499 S
Harper Ave (S) 1501 E ..... 5100 S to 10499 S
Harrington Lane (W) 5944 N.....4200 W to 4299 W
Harrison St (E&W) 600 S.....99 E to 5699 W
Hart St (N) 1926 W..... 400 N to 437 N
Hartland Court (N) 1744 W.... 500 N to 2799 N
Hartwell Ave (S) 132 E .....6614 S to 6699 S
Harvard Ave (S) 326 W ..... 6300 S to 12699 S
Haskins Ave (N) 1734 W .....7716 N to 7799 N
Hastings St (W) 1332 S ..... 1200 W to 2199 W
Haussen Court (N) 3900 W..3000 N to 3199 N
Hawthorne Pl (W) 3442 N..... 500 W to 599 W
Hayes Dr (E) 6300 S .....1600 E to 2159 E
Hayes Ave (W) 6532 N.....6642 W to 7099 W
Hayford St (W) 7544 S .....3700 W to 3999 W
Haynes Court (S) 1316 W.....2900 S to 3099 S
Haze St (N) 842 W.....4200 N to 4599 N
Heath Ave (S) 2322 W.....1300 S to 1399 S
Henderson St (W) 3334 N . 1200 W to 7046 W
Henke Pl (N) 12506 W .....6848 N to 6951 N
Henry Court (W) 2100 N.....2700 W to 2799 W
Hermione St (W) 6300 N .. 6326 W to 6399 W
Hermitage Ave (N&S) 1732 W.....7752 N to 9099 S
Hermosa Ave 1600 W.....10827 S to 1928 W at 11451 S
Hiawatha Ave 4522 W. 6005 N to 6128 W at 7142 N
Hickory Ave (N) 860 W .....1004 N to 1399 N
Higgins Ave 4834 N.....5400 W to 5750 N at 7834 W
High Bridge Lane (W) 5900 N.....4230 W to 4299 W
Highland Ave (W) 6330 N....1400 W to 7299 W
Hill St (W) 1100 N.....144 W to 399 W
Hillock Ave (S) 1100 W.....2500 S to 2999 S
Hinsdale Rd (N) 12400 W .... 6840 N to 7015 N
Hirsch St (W) 1400 N..... 2200 W to 5999 W
Hobart Ave (W) 5750 N .... 6452 W to 6999 W
Hobbie St (W) 1100 N..... 500 W to 699 W
Hobson Ave (N) 1700 W.....2048 N to 2099 N
Hoey St (S) 964 W..... 2700 S to 2729 S
Holbrook St (W) 6100 N .... 6200 W to 6399 W
Holden Court (N&S) 25 E ..... 99 N to 8999 S
Holland Rd 321 W ...8700 S to 46 W at 9074 S
Hollett Dr (S) 6800 W.....6800 S to 7031 S
Holly Ave (N) 1630 W..... 2000 N to 2099 N
Hollywood Ave (W) 5700 N 900 W to 4499 W
Homan Blvd (N) 3400 W.....1 N to 199 N
Homan Ave (N&S) 3400 W .1599 N to 11698 S
Homer St (W) 1948 N .....1528 W to 5731 W
Homewood Ave (S) 1800 W...10930 S to 11505 S
Honore St (N&S) 1828 W .....7399 N to 8899 S
Hood Ave (W) 6132 N.....1200 W to 7799 W
Hooker St (N) 800 W ..... 932 N to 1504 N
Hopkins Pl (W) 8900 S..... 2000 W to 2139 W
Hortense Ave (W) 6334 N...7400 W to 7799 W
Houston Ave (S) 3024 E .... 8000 S to 13499 S
Howard St (W) 7600 N .....1300 W to 7799 W
Howe St (N) 634 W.....900 N 2099 N
Howland Ave (W) 8800 S... 2100 W to 2199 W
Hoxie Ave (S) 2600 E.....3600 S to 13759 S
Hoyne Ave (N&S) 2100 W ... 7599 N to 11160 S
Hoyt Ave (S) 2253 W..... 3228 S to 3299 S
Hubbard St (E&W) 430 N..... 121 E to 4999 W
Hudson Ave (N) 435 W..... 658 N to 3199 N
Humboldt Dr (N) 3000 W .....1000 N to 2199 N
Hunt Ave (W) 8818 S.....2000 W to 2099 W
Huntington St (W) 6200 N..6100 W to 6399 W
Hurlbut St (W) 5800 N..... 6500 W to 6999 W
Huron St (E&W) 700 N..... 499 E to 5999 W
Hutchinson St (W) 4232 N...640 W to 5599 W
Hyacinth St (W) 6134 N..... 6230 W to 6399 W
Hyde Park Blvd (E) 5100 S ..... 800 E to 1699 E
Hyde Park Blvd (S) 1700 E....5100 S to 5599 S
Hyde Park Dr (S) 1700 E.....5600 S to 5699 S

I

Ibsen St (W) 6900 N .....7200 W to 7699 W
Illinois St (E&W) 500 N .....599 E to 399 W
Imlay St (W) 6500 N..... .6500 W to 7099 W
Independence Blvd (S) 3800 Z....600 S to 1417 S
Independence Square (S) 1348 W.1346 S to 1399 S
Indian Rd (N) 5200 W.....5700 N to 6399 N
Indiana Ave (S) 200 E.....1200 S to 13799 S
Indiana Pkwy (S) 116 E .....1300 S to 1399 S
Indianapolis Ave 3600 E...10000 S to 4044 E at 10576 S
Ingleside Ave (S) 930 E.....4700 S to 13199 S
Institute Pl (W) 828 N..... 200 W to 399 W
Ionia Ave 4400 W.....6000 N to 6000 W at 7168 N*
Iowa St (W) 900 N .....516 W to 5999 W
Irene Ave (N) 3120 W.....3200 N to 3299 N
Iron St (S) 1426 W .....3300 S to 3899 S
Irving Ave (S) 2221 W.....3900 S to 3999 S
Irving Park Dr (W) 4000 N..... 500 W to 599 W

 Asterisk (*) Symbol indicated the street is not continuous.

Irving Park Rd (W) 4000 N..600 W to 12399 W
Isham Ave (W) 6458 N .....7400 W to 7699 W

J

Jackson Blvd (E&W) 300 S .....99 E to 5999 W
Jackson Dr (E) 300 S.....100 E to 399 E
James St (W) 5150 S.....2000 W to 2199 W
James M Rochford St (W) 1244 S 700 W to 799 W
Janssen Ave (N) 1434 W.....2200 N to 4999 N
Jarlath St (W) 7232 N .....2600 W to 7799 W
Jarvis Ave (W) 7400 N .....1200 W to 7799 W
Jasper Pl (S) 1444 W.....3600 S to 3699 S
Jean Ave (N 6024 W.....6700 N 6899 N
Jefferson S (N&S) 600 W.....499 N to 2199 S
Jeffery Dr (S) 2200 E..... 6600 S to 6699 S
Jeffery Blvd (S) 2000 E.....6700 S to 9099 S
Jeffery Ave (S) 2000 E.....9100 S to 13799 S
Jensen Blvd (S) 5600 W .....300 S to 631 S
Jerome St (W) 7534 N..... 2517 W to 7750 W
Jersey Ave (N) 3200 W ..... 5600 N to 6199 N
Jessie Court (N) 2050 W.....400 N to 435 N
Jones St (N) 2318 W ..... 2600 N to 2699 N
Jonquil Terrace (W) 7700 N.1400 W to 1728 W
Jourdan Court (S) 812 W .....1900 S to 1999 S
Joyce Lane (W) 4064 N.....6200 W to 6299 W
Julia Court (W) 2142 N .....2700 W to 2799 W
Julian St (W) 1450 N..... 1600 W to 1799 W
Juneway Terrace (W) 7736 N.1400 W to 1833 W to
Junior Terrace (W) 4323 N..... 642 W to 899 W
Justine St (N&S) 1532 W..... 399 N to 12299 S

K

Kamerling Ave (W) 1332 N.....4000 W to 5599 W
Karlov Ave (N&S) 4100 W ... 6399 N to 8699 S
Kasson Ave (N) 4032 W.....4424 N to 4733 N
Kearsarge Ave (N) 4152 W ..2900 N to 3018 N
Keating Ave (N&S) 4732 W..6399 N to 8699 S
Kedvale Ave (N&S) 4132 W..6399 N to 8699 S
Kedzie Blvd (N) 3200 W ..... 2144 N to 2599 N
Kedzie Ave (N&S) 3200 W...7599 N to 11499 S
Keefe Ave (S) 524 E.....6806 S 6899 S
Keeler Ave (N&S) 4200 W.. 6399 N to 8699 S
Keeley St (S) 1200 W .....2800 S to 3099 S
Keene Ave (N) 4700 W ..... 6200 N to 6299 N
Kelso Ave (N) 4134 W .....4600 N to 4799 N
Kemper Pl (W) 2332 N..... 600 W to 699 W
Kenmore Ave (N) 1038 W .....1836 N to 6521 N
Kenneth Ave (N&S) 4432 W....5999 N to 8699 S
Kennicot Ave (N) 4240 W... 4500 N to 4728 N
Kennison Ave (N) 4500 W. 5000 N to 5099 N
Kenosha Ave (N) 4238 W ....2900 N to 3199 N
Kensington Ave (E) 11552 S.....100 E to 820 E
Kenton Ave (N&S) 4600 W..5899 N to 8699 S
Kentucky Ave (N) 4624 W ..4800 N to 4999 N
Kenwood Ave (S) 1332 E..... 4700 S to 9399 S
Keokuk Ave (N) 4144 W.....4400 N to 4543 N
Keota Ave (N) 5800 W .....6600 N to 6799 N
Kerbs Ave (N) 4724 W .....5600 N to 5799 N
Kercheval Ave (N) 460 W ... 5700 N to 5799 N
Kerfoot Ave (S) 700 W..... 8300 S to 8447 S
Kewanee Ave (N) 4200 W.. 4700 N to 4799 N
Keystone Ave (N) 4032 W..... 100 N to 6399 N
Kilbourn Ave (N&S) 4500 W.....6199 N to 8699 S
Kildare Blvd (S) 4300 W..... 4044 S to 4699 S
Kildare Ave (N&S) 4300 W...6399 N to 8699 S
Kilpatrick Ave (N&S) 4700 W...6399 N to 8699 S
Kimball Ave (N) 3400 W.....1600 N to 6225 N
Kimbark Ave (S) 1300 E..... 4700 S to 9399 S
Kimberly Ave (N) 4700 W.. 5000 N to 5099 N
Kingsbury St (N) 400 W ..... 401 N to 2099 N
Kingsdale Ave (N) 4744 W...5700 N to 5899 N
Kingston Ave (S) 2524 E..... 7300 S to 9399 S
Kinzie St (E&W) 400 N.....99 E to 5499 W
Kinzua Ave (N) 5432 W..... 6401 N to 6799 N
Kiona Ave (N) 4250 W..... 4600 N to 4753 N
Kirby Ave (N) 4660 W..... 5800 N to 5899 N
Kirkland Ave (S) 4338 W..... 2200 S to 8099 S
Kirkwood Ave (N) 4600 W...6030 N to 6399 N
Knox Ave (N&S) 4632 W.....6399 N to 8699 S
Kolin Ave (N&S) 4332 W.....1599 N to 8699 S
Kolmar Ave (N&S) 4532 W...6399 N to 8699 S
Komensky Ave (S) 4032 W....1200 S to 8699 S
Kostner Ave (N&S) 4400..... 6399 N to 8699 S
Kreiter Ave (S) 3526 E..... 9347 S to 9499 S
Kruger Ave (N) 4800 W.....4800 N to 4960 N

L

La Crosse Ave (N&S) 4832 W.....6399 N to 6499 S
La Salle Dr (N) 140 W .....300 N to 1726 N
La Salle Dr (E&W) 140 N .....199 E to 149 W
La Salle St (N&S) 140 W..... 299 N to 12599 S
Lacey Ave (N) 4700 W .....5700 N to 5899 N
Lafayette Ave (S) 30 W..... 5500 S to 12399 S
Lafayette St (S) 30 W .....7000 S to 7021 S
Laflin St (N&S) 1500 W ..... 399 N to 12299 S
Laflin Pl (S) 1500 W.....3600 S to 3699 S
Lake St (E&W) 200 N ..... 199 E to 5999 W
Lake Park Ave 428 E....2400 S to 1517 E at 5658 S*
Lake Shore Dr 934 W....5658 N to 2024 E at 6700 S
Lake Shore Dr (E) 1000 N.....140 N to 299 N
Lakeside Pl (W) 4732 N.....746 W to 999 W
Lakeview Ave (N) 400 W.... 2400 N to 2799 N
Lakewood Ave (N) 1300 W..2056 N to 6939 N
Lambert Ave (N) 4824 W..... 5700 N to 5718 N
Lamon Ave (N&S) 4900 W ..5484 N to 6499 S
Landers Ave (N) 5000 W.... 5900 N to 6199 N
Langley Ave (S) 700 E.....3730 S to 13399 S
Lansing Ave (N) 4900 W.....5700 N to 5899 N
Laporte Ave (N&S) 4932 W..5499 N to 6499 S
Laramie Ave (N&S) 5200 W..5713 N to 6399 S
Larchmont Ave (W) 3932 N....1800 W to 4533 W
Larned Ave (N) 5232 W .....5200 N to 5399 N
Larrabee St (N) 600 W ..... 658 N to 2199 N
Las Casas Ave (N) 4924 W 5657 N to 5699 N
Latham Ave (N) 5000 W ..... 5432 N to 5499 N
Latrobe Ave (N&S) 5232 W. ...5738 N to 6499 S

Asterisk (*) Symbol indicated the street is not continuous.

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Lavergne Ave (N&S) 5000 W..5199 N to 6499 S
Lawler Ave (N&S) 5032 W...5499 N to 6448 S
Lawndale Ave (N&S) 3700 W..6399 N to 11431 S
Lawrence Dr (W) 4800 N.....500 W to 751 W
Lawrence Ave (W) 4800 N.... 748 W to 9199 W
Le Mai Ave (N) 5232 W.....6200 N to 6445 N
Le Moyne St (W) 1500 N ....1200 W to 5999 W
Le Moyne Dr (W) 1500 N .. 2800 W to 2829 W
Leader Ave (N) 5124 W .....5900 N to 6359 N
Leamington Ave (N&S) 5132 W...5399 N to 6323 S
Leavenworth Ave (N) 5300 W.....5531 N to 5599 N
Leavitt St (N to&S) 2200 W....6599 N to 10699 S
Leclaire Ave (N&S) 5100 W..5299 N to 6499 S
Lee Pl (W) 740 N .....2000 W to 2099 W
Legett Ave (N) 5145 W.....5900 N to 6399 N
Lehigh Ave (N) 5400 W .....6300 N to 7199 N
Lehmann Court (N) 600 W. 2700 N to 2799 N
Leland Ave (W) 4700 N.....739 W to 8799 W
Lemont Ave (N) 5000 W.....5800 N to 6399 N
Lenox Ave (N) 5124 W .....6100 N to 6398 N
Leona Ave (N) 5150 W.....6200 N to 6411 N
Leonard Ave (N) 5248 W....5558 N to 5964 N
Leoti Ave (N) 4924 W .....6150 N to 7051 N
Leroy Ave (N) 5200 W.....6200 N to 6499 N
Lessing St (N) 928 W .....800 N to 899 N
Lester Ave (N) 5500 W .....4900 N to 4999 N
Lexington St (W) 728 S.....540 W to 5559 W
Leyden Ave (S) 200 E.....13700 S to 13799 S
Liano Ave (N) 5256 W..... 5200 N to 5299 N
Liberty St (W) 1344 S .....700 W to 799 W
Lieb Ave (N) 5444 W.....5190 N to 5469 N
Lightfoot Ave (N) 5924 W...6600 N to 6799 N
Lill Ave (W) 2534 N .....800 W to 1499 W
Lincoln Ave 164 W...1800 N to 3551 W at 6374 N
Lincoln Park (N) 300 W .....1800 N to 2399 N
Lind Ave (N) 5300 W .....5200 N to 5331 N
Linden Pl (N) 3000 W .....2400 N to 2599 N
Linder Ave (N&S) 5500 W.. 5899 N to 6499 S
Lipps Ave (N) 5300 W .....4800 N to 4899 N
Lister Ave (N) 1830 W .....2200 N to 2399 N
Lithuanian Plaza Court (W) 6900 S.2400 W to 2799 W
Lituanica Ave (S) 900 W ..... 3100 S to 3835 S
Livermore Ave (N) 5520 W 6200 N to 6299 N
Lloyd Ave (S) 1300 W.....2930 S to 3099 S
Lock St (S) 1500 W .....2800 S to 3099 S
Lockwood Ave (N&S) 5300 W5799 N to 6499 S
Locust St (W) 900 N..... 200 W to 599 W
Logan Blvd (W) 2600 N .....2217 W to 3199 W
Loleta Ave (N) 5826 W..... 6600 N to 6899 N
London Ave (N) 5348 W .....4729 N to 4799 N
Long Ave (N&S) 5400 W .... 5599 N to 6499 S
Longmeadow Ave (N) 4930 W...6364 N to 6399 N
Longwood Dr 2100 W..8700 S to 2200 W at 11864 S*
Loomis St (N&S) 1400 W..... 399 N to 12299 S
Loomis Pl (S) 1416 W ..... 3600 S to 3799 S
Loomis Blvd (S) 1400 W ..... 4700 S to 8699 S
Loop Dr (S) 500 E.....5647 S to 5733 S
Lorel Ave (N&S) 5332 W..... 2499 N to 6499 S
Loring Ave (N) 5450 W ..... 5200 N to 5299 N
Loris Pl (N) 12436 W.....6920 N to 6947 N
Loron Ave (N) 5900 W ..... 6600 N to 6899 N
Lothair Ave (S) 2000 W..... 11118 S to 11499 S
Lotus Ave (N&S) 5432 W.... 5599 N to 5499 S
Louise Ave (N) 4900 W..... 5800 N to 6347 N
Lovejoy Ave (N) 5444 W.....5100 N to 5499 N
Lowe Ave (S) 632 W ..... 2400 S to 12999 S
Lowell Ave (N) 4332 W.....1600 N to 6399 N
Loyola Ave (W) 6550 N.....1000 W to 1999 W
Lucerne Ave (N) 5100 W.... 6052 N to 6099 N
Ludlam Ave (N) 5470 W.....5200 N to 5499 N
Luella Ave (S) 2232 E .....7100 S to 10399 S
Lumber St (S) 401 W.....700 S to 2399 S
Luna Ave (N&S) 5532 W..... 5899 N to 5499 S
Lundy Ave (N) 5600 W.....6200 N to 6399 N
Lunt Ave (W) 7000 N .....1100 W to 7799 W
Luther St (W) 2442 S..... 2600 W to 2699 W
Lyman St (S) 1028 W .....2900 S to 3099 S
Lynch Ave (N) 5500 W .....5300 N to 5599 N
Lyndale St (W) 2232 N ..... 2052 W to 4599 W
Lynn White Dr (S) 800 E.....1300 S to 1899 S
Lyon Ave (S) 628 E.....9300 S to 9499 S
Lytle St (S) 1242 W..... 600 S to 1199 S

M

Mac Chesney Court(N) 72 E ...300 N to 399 N
Mackinaw Ave (S) 3332 E.. 8200 S to 13599 S
Madison St (N&S)..... 100 E to 5968 W
Madison Ave Park (E) 5038 S..1200 E to 1399 E
Magnet Ave (N) 5642 W.....5300 N to 5499 N
Magnolia Ave (N) 1232 W ....1400 N to 6499 N
Major Ave (N&S) 5700 W ... 5899 N to 6499 S
Malden St (N) 1300 W..... 4400 N to 4799 N
Malta St (S) 1506 W..... 9900 S to 10299 S
Mandell Ave (N) 5624 W ... 6200 N to 6299 N
Mango Ave (N) 5732 W.....1600 N to 5799 N
Manila Ave (N) 5800 W.....5300 N to 5399 N
Manistee Ave (S) 2734 E .....7900 S to 13199 S
Mankato Ave (N) 6300 W.... 7000 N to 7199 N
Mann Dr (W) 6800 S.....2756 W to 3531 W
Mannheim Rd (N) 10400 W.....4400 N to 6599 N
Manor Dr 2734 W.....4400 N to 2949 W at 4772 N
Manton Ave (N) 5600 W.....5700 N to 5999 N
Maple St (W) N.....1 W to 199 W
Maplewood Ave (N&S) 2532 W...7599 N to 11899 S
Marble Pl (W) 120 S .....1 W to 799 W
Marcey St (N) 1000 W.....1634 N to 1999 N
Margate Terrace (W) 4930 N..812 W to 999 W
Maria Court (N) 8500 W ..... 4520 N to 4799 N
Marine Dr (N) 610 W.....4000 N to 5198 N
Marion Court (N) 1838 W .....1200 N to 1299 N
Markham Ave (N) 5900 W...5700 N to 5999 N
Marmora Ave (N) 5900 W .. 2100 N to 6099 N
Marquette Rd (S) 500 E ..... 6600 S to 6699 S
Marquette Rd (E&W) 6700 S ...1599 E to 4799 W
Marquette Dr (E) 6600 S .....1600 E to 2399 E
Marquette Ave (S) 2700 E...7600 S to 13199 S
Marshall Blvd (S) 2900 W.....1900 S to 2420 S
Marshfield Ave (N&S) 1632 W..7749 N to 11899 S
Dr. Martin Luther King, Jr Dr 344 E..2201 S to 400 E at 13456 S*

 Asterisk (*) Symbol indicated the street is not continuous.

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Maryland Ave (S) 832 E .....4100 S to 13499 S
Mason Dr (S) 5932 W .....300 S to 600 S
Mason Ave (N&S) 5932 W ...7199 N to 6299 S
Massasoit Ave (N&S) 5732 W...1599 N to 6299 S
Matson Ave (W) 6146 N..... 5935 W to 6099 W
Maud Ave (N) 1000 W .....1824 N to 1999 N
Mautene Court (N) 1632 W....1200 N to 1299 N
Maxwell St (W) 1330 S ..... 500 W to 1133 W
May St (N&S) 1132 W..... 899 N to 12299 S
Mayfield Ave (N&S 5900 W..1899 N to 6499 S
Maypole Ave (W) 134 N..... 1600 W to 5199 W
Mcalpin Ave (N) 6300 W .....6900 N to 7199 N
Mcclellan Ave (N) 5600 W ... 6141 N to 6299 N
Mcclurg Court (N) 400 E.....400 N to 699 N
Mccook Ave (N) 6022 W ....5940 N to 5999 N
Mccormick Rd (N) 3300 W .6200 N to 6399 N
Mccrea Dr (N) 3356 W .....100 N to 239 N
Mccutcheon Terrace (N) 944 W.....4900 N to 4929 N
Mcdermott St (S) 1400 W... 2900 S to 2999 S
Mcdowell Ave (S) 1404 W....4500 S to 4699 S
Mcfetridge Dr (E) 1326 S..... 300 E to 539 E
Mclean Ave (W) 2034 N..... 1400 W to 6499 W
Mcleod Ave (N) 6246 W .....6000 N to 6138 N
Mcvicker Ave (N&S) 6032 W...7399 N to 6299 S
Meade Ave (N&S) 6100 W...7399 N to 6499 S
Medford Ave (N) 6200 W ...6900 N to 7039 N
Medill Ave (W) 2334 N ..... 1200 W to 7199 W
Medina Ave (N) 6158 W ..... 5800 N to 5950 N
Melrose St (W) 3232 N..... 400 W to 7046 W
Melvina Ave (N&S) 6200 W..7199 N to 6499 S
Memory Lane (W) 5146 N .. 8000 W to 8199 W
Menard Dr (S) 5800 W.....200 S to 232 S
Menard Ave (N&S) 5800 W..6099 N to 6499 S
Mendell St (N) 1500 W.....1900 N to 2099 N
Mendota Ave 6224 W..6800 N to 5900 W at 7037 N
Menomonee St (W) 1800 N.....157 W to 599 W
Merchandise Mart Plaza (W) 318 N.200 W to 299 W
Meredith Ave (N) 5626 W . 6200 N to 6299 N
Merrill Ave (S) 2132 E..... 6700 S to 10099 S
Merrimac Ave (N&S) 6234 W...7199 N to 6299 S
Merrion Ave (S) 2214 E.....9500 S to 9899 S
Meyer Ave (N) 510 W.....1610 N to 1699 N
Miami Ave (W) 6124 N ..... 5900 W to 6139 W
Michigan Ave (N&S) 100 E....999 N to 13363 S
Midway Park (W) 500 N .... 5700 W to 5999 W
Midway Plaisance (E&W) 5900 S.....732 E to 1644 E
Midway Plaisance Dr (E) 5900 S..732 E to 1637 E
Mies Van Der Rohe Way (N) 200 E..500 N to 931 N
Mildred Ave (N) 900 W ..... 2600 N to 2999 N
Millard Ave (S) 3632 W ..... 500 S to 11437 S
Miller St (S) 1028 W..... 700 S to 1999 S
Miltimore Ave (N) 5834 W...5600 N to 5999 N
Milwaukee Ave 500 W....200 N to 6543 W at 6556 N
Minerva Ave (S) 1132 E .....6352 S to 6699 S
Minnehaha Ave (N) 5400 W...6300 N to 6599 N
Minnetonka Ave 5626 W..6500 N to 5458 W at 6944 N
Mobile Ave (N&S) 6300 W ...7199 N to 6499 S
Moffat St (W) 1832 N..... 2000 W to 3199 W
Mohawk St (N) 532 W..... 814 N to 2099 N
Monitor Ave (N&S) 5832 W.....6099 N to 6299 S
Monon Ave (N) 6234 W ..... 6932 N to 7099 N
Monroe St (E&W) 100 S .....99 E to 5599 W
Monroe Dr (E) 100 S.....100 E to 410 E
Monroe Pkwy (W) 36 S..... 1300 W to 1399 W
Monsignor Mcelligott Ave (W) 10200 S.....
2630 W to 2799 W
Mont Clare Ave (N) 7132 W..2500 N to 5531 N
Montana St (W 2432 N.....900 W to 5299 W
Monterey Ave (W) 11200 S..1600 W to 1960 W
Montgomery Ave (W) 4122 S...2600 W to 2639 W
Monticello Ave (N) 3632 W.. 400 N to 6399 N
Montrose Ave (W) 4400 N ...615 W to 8599 W
Montrose Harbor Dr (W) 4400 N....200 W to 499 W
Montvale Ave (W) 11334 S ....1637 W to 1916 W
Moody Ave (N&S) 6132 W ....7199 N to 6299 S
Moorman St (N) 1700 W.....1300 N to 1335 N
Morgan Dr (E) 5500 S .....440 E to 731 E
Morgan St (N&S) 1000 W.....799 N to 12935 S
Morse Ave (W) 6944 N..... 1100 W to 5499 W
Moselle Ave (N) 6300 W ....6800 N to 7099 N
Mozart Dr (N) 2832 W .....1200 N to 1220 N
Mozart St (N&S) 2832 W.....6799 N to 8631 S
Mulligan Ave (N&S) 6332 W....5999 N to 6299 S
Museum Dr (E) 5700 S..... 1620 E to 1899 E
Music Court Dr (W) 112 S....3620 W to 3799 W
Muskegon Ave (S) 2838 E...7726 S to 13230 S
Myrick St (W) 7852 S .....3750 W to 3899 W
Myrtle Ave (W) 6200 N ..... 7132 W to 7799 W

N

Nagle Ave (N&S) 6432 W .....7199 N to 6299 S
Naper Ave (N) 6600 W ..... 5900 N to 6299 N
Naples Ave (N) 6400 W .....6036 N to 6199 N
Napoleon Ave (N) 6440 W.....5800 N to 5899 N
Narragansett Ave (N&S) 6400 W...4799 N to 6499 S
Nashotah Ave (N) 6524 W..5900 N to 6033 N
Nashville Ave (N&S) 6600 W..6599 N to 6499 S
Nassau Ave (N) 6400 W .....6002 N to 6199 N
Natchez Ave (N&S) 6434 W..5531 N to 6499 S
Natoma Ave (N&S) 6600 W.....6599 N to 6299 S
Navajo Ave (N) 5300 W..... 6200 N to 6460 N
Naval Armory Dr (E) 5200 S ..... 732 E to 799 E
Navarre Ave (N) 6420 W .....5800 N to 6199 N
Neenah Ave (N&S) 6532 W...6399 N to 6299 S
Nelson St (W) 3032 N.....828 W to 6999 W
Neola Ave (N) 6700 W ..... 6000 N to 6199 N
Nettleton Ave (N) 6800 W...6026 N to 6199 N
Neva Ave (N&S) 7132 W..... 6599 N to 5899 S
New St (N) 341 E ..... 406 N to 479 N
New England Ave (N&S) 6900 W.....6443 N to 6499 S
New Hampshire Ave (N) 7000 W....5628 N to 5799 N
Newark Ave (N) 6700 W.....5600 N to 6499 N
Newberry Ave (S) 828 W.....1200 S to 1799 S
Newburg Ave (N) 6400 W..... 5902 N 6199 N
Newcastle Ave (N&S) 6834 W....6599 N 5999 S
Newgard Ave (N) 1432 W .....6400 N 6799 N
Newland Ave (N&S) 6932 W .. 6499 N 6299 S
Newport Ave (W) 3432 N .... 800 W to 7047 W
Niagara Ave (N) 7000 W.... 6000 N to 6299 N
Nickerson Ave (N) 6900 W..5800 N to 6199 N

Asterisk (*) Symbol indicated the street is not continuous.

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CHICAGO STREET GUIDE

Nicolet Ave (N) 7044 W ..... 5730 N to 5919
Nina Ave (N) 7200 W..... 5744 N to 6099 N
Nixon Ave (N) 7032 W..... 6500 N to 6599 N
Noble St (N) 1400 W ..... 400 N to 1599 N
Nokomis Ave (N) 5300 W...6300 N to 6499 N
Nora Ave (N) 7032 W .....2900 N to 3999 N
Nordica Ave (N&S) 7100 W 6599 N to 5899 S
Normal Pkwy (W) 6734 S..... 300 W to 458 W
Normal Ave (S) 500 W .....1800 S to 12999 S
Normal Blvd (S) 500 W .....5500 S to 7199 S
Normandy Ave (N&S) 6700 W....6599 N to 6499 S
North Blvd (W) 1600 N.....1 W to 99 W
North Ave (E&W) 1600 N..... 99 E to 7198 W
North Branch St (N) 800 W ... 900 N to 1399 N
North Park Ave (N) 300 W.... 1336 N to 1799 N
North Shore Ave (W) 6700.1000 W to 7799 W
North Water St (E) 400 N.....39 E to 499 E
North West Hwy 5400 W.....5000 N to 7800 W at 6888 N
Northcott Ave (N) 6900 W ..5628 N to 6199 N
Norwood St (W) 6032 N .... .1200 W to 7799 W
Nottingham Ave (N&S) 7100..5721 N to 6499 S

O

Oak St (E&W) 1000 N..... 149 E to 699 W
Oak Park Ave (N&S) 6800 W 6559 N to 6499 S
Oakdale Ave (W) 2932 N.....300 W to 6999 W
Oakenwald Ave (S) 1100 E...4000 S to 4599 S
Oakley Blvd (N&S) 2300 W... 1599 N to 1199 S
Oakley Ave (N&S) 2300 W..7599 N to 11899 S
Oakview Ave (N) 8700 W...4500 N to 5599 N
Oakwood Blvd (E) 3946 S.....376 E to 1099 E
Oakwood Dr (E) 3946 S.....1000 E to 1130 E
Oconto Ave (N) 7232 W.....3000 N to 7599 N
Octavia Ave (N) 7300 W.....3000 N to 7599 N
Odell Ave (N) 7332 W.....3000 N to 7599 N
Ogallah Ave (N) 7542 W .....6408 N to 6699 N
Ogden Ave 1 S...1570 W to 2500 S at 4562 W
Ogden Ave 1544 W..at 1 N to 600 W at 1560 N
Oglesby Ave (S) 2332 E..... 6700 S to 10661 S
Ohio St (E&W) 600 N .....1099 E to 5999 W
Oketo Ave (N) 7400 W.....3000 N to 7599 N
Olcott Ave (N) 7500 W.....3000 N to 7599 N
Old Tow Court (W) 1212 N.....332 W to 359 W
Oleander Ave (N) 7532 W ..3000 N to 7599 N
Oliphant Ave (N) 7800 W..... 6401 N to 6799 N
Olive Ave (W) 5632 N.....1400 W to 7843 W
Olmsted Ave (N) 7400 W....6520 N to 6899 N
Olympia Ave (N) 7700 W ....5000 N to 6799 N
Onarga Ave (N) 7800 W .....6500 N to 6799 N
Oneida Ave (N) 7700 W.....6412 N to 6499 N
Ontario S (E&W) 628 N..... 499 E to 3999 W
Opal Ave (N) 7832 W.....3200 N to 3599 N
Orange Ave (N) 7900 W .....3200 N to 5799 N
Orchard St (N) 700 W .....1600 N to 3199 N
Oriole Ave (N) 7600 W.....3000 N to 7599 N
Orleans St (N) 340 W.....300 N to 2099 N
Osage Ave (N) 7932 W .....3200 N to 5799 N
Osceola Ave (N) 7432 W ....3000 N to 7599 N
Oshkosh Ave (N) 7800 W...6500 N to 6799 N
Oswego St (N) 1650 W .....400 N to 499 N
Otsego Ave (N) 7614 W.....6500 N to 6637 N
Ottawa Ave (N) 7632 W .....3200 N to 7599 N
Otto Ave (N) 6920 W..... 5200 N to 5228 N
Overhill Ave (N) 7700 W .....3200 N to 7599 N
Owen Ave (N) 7700 W..... 6900 N to 6999 N
Oxford Ave (N) 7740 W .....6400 N to 6799 N
Ozanam Ave (N) 7800 W.....3200 N to 7199 N
Ozark Ave (N) 7732 W.....3200 N to 7599 N

P

Pacific Ave (N) 8000 W.....3200 N to 5399 N
Packers Ave (S) 1324 W .....4000 S to 4699 S
Page Ave (N) 8032 W.....3200 N to 3999 N
Palatine Ave (W) 6300 N ...6400 W to 7769 W
Palmer St (W) 2200 N..... 2200 W to 7199 W
Palmer Blvd (W) 2200 N .....2939 W to 3199 W
Panama Ave (N) 8100 W .....3200 N to 5558 N
Paris Ave (N) 8132 W .....3200 N to 5544 N
Park Dr (N 310 E.....172 N to 541 N
Park Terrace (S) 60 W..... 800 S to 1199 S
Park Pl (E) 5520 S.....1344 E to 1499 E
Park Shore East Court (S) 1536 E.6200 S to 6299 S
Parker Ave (W) 2732 N..... 3400 W to 5599 W
Parkside Ave (N&S) 5632 W..5727 N to 6299 S
Parkview Terrace (N) 3632 W...3630 N to 3899 N
Parnell Ave (S) 532 W..... 2900 S to 12999 S
Patterson Ave (W) 3632 N...600 W to 7799 W N
Patton Dr (N) 10500 W .....0 N to 0 N
Patton Ave (N) 8414 W..... 4536 N to 4623 N
Paulina St (N&S) 1700 W .....7749 N to 9199 S
Paxton Ave (S) 2200 E..... 6700 S to 10299 S
Payne Dr (S) 800 E..... 5132 S to 5971 S
Pearson St (E&W) 830 N..... 299 E to 1799 W
Pensacola Ave (W) 4332 N..1433 W to 5799 W
Peoria St (N&S) 900 W..... 899 N to 12935 S
Peoria Dr (S) 800 W.....6200 S to 6475 S
Perry Ave (S 100 W .....5500 S to 12699 S
Pershing Rd (E&W) 3900 S .. 999 E to 3599 W
Pershing Pl (W) 3920 S .....1900 W to 2036 W
Peshtigo Court (N) 500 E .....500 N to 529 N
Peterson Ave (W) 6000 N ..1600 W to 7799 W
Phillips Ave (S) 2432 E .....7200 S to 9399 S
Picardy Pl (N) 1810 W .....2800 N to 2930 N
Pier Court (N) 2718 W .....3200 N to 3261 N
Pierce Ave (W) 1532 N.....1600 W to 4131 W
Pine Ave (N) 5500 W.....1 N to 1399 N
Pine Grove Ave (N) 500 W..2700 N to 3999 N
Pioneer Ave (N) 8200 W ....3200 N to 5544 N
Pippin St (W) 7652 S.....3700 W to 3999 W
Pittsburgh Ave (N) 8232 W...3200 N to 5599 N
Plainfield Ave (N) 8300 W ..3200 N to 5328 N
Pleasant Ave 2136 W...8800 S to 1900 W at 9456 S*
Plymouth Court (S) 30 W ..... 300 S to 1499 S
Poe St (N) 1013 W.....1864 N to 1899 N
Point St (N) 2648 W ..... 2000 N to 2199 N
Polk St (W) 800 S.....1 W to 5299 W
Pollock St (N) 2608 W.....1 N to 42 N
Ponchartrain Blvd (N) 5700 W...6500 N to 6699 N

 Asterisk (*) Symbol indicated the street is not continuous.

Pontiac Ave (N) 8332 W.....3200 N to 4199 N
Pool Dr (E) 5512 S..... 400 E to 531 E
Pope John Paul II Dr (W) 4300 S....2400 W to 3199 W
Poplar Ave (S)1000 W.....2700 S to 3099 S
Portland Ave (S)252 W.....4500 S to 4525 S
Post Pl (N) 228 W .....200 N to 299 N
Potawatomie Ave (N) 8630 W...4422 N 5299 N
Potomac Ave (W) 1300 N... 1300 W to 5999 W
Prairie Ave (S) 300 E..... 1200 S to 13399 S
Prairie Pkwy (S) 312 E .....1801 S to 1899 S
Prairie Park Pl (S) 300 E.....8100 S to 8199 S
Pratt Blvd (W) 6800..... 1000 W to 3199 W
Pratt Ave (W) 6800 N .....7200 W to 7599 W
Prescott Ave (N) 5500 W.....6140 N to 6199 N
Princeton Ave (S) 300 W .... 2100 S to 12699 S
Prindiville St (W) 2246 N....2700 W to 2799 W
Promontory Dr (S) 2124 E ....6400 S to 6599 S
Prospect Ave 1721 W ...9500 S to 2000 W at 11054 S
Prospect Square (S) 1800 W...9100 S to 9130 S
Pryor Ave (W) 11156 S..... 1600 W to 1933 W
Public Way (E) 6014 S ..... 1532 E to 1599 E
Pueblo Ave (N) 8400 W.....3200 N to 5944 N
Pulaski Rd (N&S) 4000 W... 6399 N to 11499 S

Q

Quincy St (W) 220 S.....1 W to 5599 W
Quinn St (S) 1000 W.....2700 S to 3099 S

R

Race Ave (W) 526 N .....1200 W to 5999 W
Racine Ave (N&S) 1200 W..4799 N to 12299 S
Railroad Ave (W) 900 S..... 5801 W to 5999 W
Rainey Dr (E) 5520 S ..... 600 E to 731 E
Randolph St (E&W) 150 N .....599 E to 3170 W
Rascher Ave (W) 5432 N ... 1400 W to 8599 W
Raven St (W) 6300 N.....6200 W to 6899 W
Ravenswood Ave (N) 1800 W...3000 N to 7099 N
Redfield Dr (W) 3530 S ..... 2800 W to 3599 W
Redwood Ave (N) 8000 W...5446 N to 5499 N
Redwood Dr (N) 8000 W....5600 N to 5799 N
Reilly Ave (S) 3716 W .....7726 S to 7833 S
Reserve Ave (N) 8730 W ....4400 N to 5299 N
Reta Ave (N) 832 W.....3500 N to 3599 N
Rhodes Ave (S) 532 E ..... 3100 S to 13299 S
Rice St (W) 832 N .....1800 W to 5999 W
Richards Dr (S) 1900 E.....6332 S to 6599 S
Richmond St (N&S) 2932 W...6799 N to 8299 S
Ridge Ave 1200 W..5600 N to 1900 W at 6382 N*
Ridge Blvd 1900 W..6400 N to 2200 W at 7558 N
Ridgeland Ave (S) 1732 E.....6700 S to 9399 S
Ridgeway Ave (N&S) 3732 W..6399 N to 11399 S
Ridgewood Court (S) 1368 E...5400 S to 5499 S
Ritchie Court (N) 62 E.....1300 N to 1331 N
Riverdale Ave 432 E...13200 S to 548 E at 13346 S
River Dr (E) 404 N.....343 E to 472 E
River Loft Court (W) 2900 N...2300 W to 2359 W
Riverside Plaza (N&S) 416 W ....145 N to 339 S
Riverview Pkwy (W) 3256 N...2700 W to 2728 W
Riverwalk (W) 300 N.....1 W to 298 W
Riverwalk (E) 342 N..... 1 E to 399 E
Robinson St (S) 1700 W..... 2700 S to 3199 S
Rochdale Pl (E) 5474 S..... 1400 E to 1499 E
Rockwell Ave (N) 2600 W ..3200 N to 3228 N
Rockwell St (N&S) 2600 W..7599 N to 11499 S
Rogers Ave 5212 W..5218 N to 1328 W at 7666 N*
Roosevelt Rd (E&W)1200 S .. 299 E to 5998 W
Roosevelt Dr (E) 1200 S ..... 300 E to 399 E
Root St (W) 4134 S .....1 W to 799 W
Roscoe St (W) 3400 N.....400 W to 8199 W
Rose St (N) 9536 W..... 5200 N to 5228 N
Rosedale Ave (W) 5900 N..1200 W to 7829 W
Rosehill Dr (W) 5800 N ..... 1600 W to 1799 W
Rosemont Ave (W) 6300 N..900 W to 4825 W
Roslyn Pl (W) 2500 N ..... 400 W to 499 W
Ross Ave (S) 200 W .....6504 S to 6599 S
Ruble St (S) 652 W.....1200 S to 2099 S
Rumsey Ave 8500 S..3752 W to 8700 S at 3962 W
Rundell Pl (W) 14 S..... 1000 W to 1199 W
Rush St (N) 65 E..... 400 N to 1139 N
Russell Dr (S) 536 E .....5500 S to 5949 S
Rutherford Ave (N&S) 6732 W..5349 N to 6299 S

S

Sacramento Blvd (N&S) 3000 W...999 N to 1199 S
Sacramento Dr (S) 3000 W....1200 S to 1899 S
Sacramento Square (W) 442 N...3001 W to 3031 W
Sacramento Ave (N&S) 3000 W...7599 N to 11299 S
Saginaw Ave (S) 2638 E .....7504 S to 13099 S
Sandburg Terrace (N) 118 W..1200 N to 1599 N
Sanford Ave (N) 9700 W.... 5200 N to 5229 N
Sangamon St (N&S) 932 W...930 N to 12935 S
Sauganash Ave 4140 W..6000 N to 5548 W at 6864 N
Sauganash Lane (N) 4232 W..5900 N to 5999 N
Sawyer Ave (N&S) 3232 W..5599 N to 11499 S
Sayre Ave (N&S) 6958 W ... 6599 N to 6499 S
Schick Pl (N) 500 W .....1250 N to 1299 N
Schiller St (E&W) 1400 N.....99 E to 2199 W
School St (W) 3300 N. .....900 W to 8399 W
Schorsch St (W) 3314 N.....6500 W to 6625 W
Schraeder Dr (W) 134 N.....3420 W to 3799 W
Schreiber Ave (W) 6432 N...1500 W to 7199 W
Schubert Ave (W) 2700 N .... 600 W to 7199 W
Scott St (E&W) 240 N.....99 E to 833 W
Scottsdale Ave 8100 S...4670 W to 8450 S at 4600 W
Sedgwick St (N) 400 W..... 658 N to 2299 N
Seeley Ave (N&S) 2032 W..7599 N to 10799 S
Seipp St (W) 8540 S.....2613 W to 2957 W
Sell Court (N) 12410 W.....6940 N to 6999 N
Sell Rd (W) 6946 N.....12423 W to 12531 W
Seminary Ave (N) 1100 W.....1900 N to 3999 N
Seminole St (W) 5700 N ... 5200 W to 8299 W
Senour Ave (S) 1100 W .....2408 S to 2699 S
Serbian Rd (W) 5710 N.....7832 W to 8049 W
Seymour Ave (W) 4000 N...10700 W to 10705 W
Shakespeare Ave (W) 2132 N...1400 W to 6927 W
Shapland Ave (N) 9800 W...5200 N to 5229 N

Asterisk (*) Symbol indicated the street is not continuous.

CHICAGO STREET GUIDE

Sheffield Ave (N) 1000 W..... 1547 N to 3899 N
Shelby Court (S) 966 W .....1900 S to 1999 S
Sheridan RD (N) 400 W.....2800 N to 3181 N
Sheridan RD (N) 1000 W 3099 ...1400 W to 7734 N
Sheridan RD (N) 3900 N.....600 N to 956 W
Sheridan RD (N) 6400 W..... 970 W to 1158 W
Sherman St (S) 156 W ..... 300 S to 1000 S
Sherwin Ave (W) 7332 N..... 1194 W to 7799 W
Shields Ave (S) 328 W.....728 S to 5899 S
Shore Dr (S) 1800 E.....5300 S to 5599 S
Short St 1400 W....2700 S to 1316 W at 2838 S
Simonds Dr (N) 800 W .....4400 N to 5199 N
Sioux Ave (N) 5400 W.....6600 N to 7199 N
Solidarity Dr (E) 1250 S.....500 E to 999 E
Somerset Ave (W) 5600 N...6400 W to 6499 W
South Chicago Ave 400 E...6700 S to 3200 E at 9474 S
Southport Ave (N) 1400 W....1952 N to 4199 N
South Shore Dr 2400 E ..... 6700 S to 8334 S
South Water St (E) 300 N..... 102 E to 499 E
South Water Market (W) 1435 S ...1 W to 199 W
Spaulding Ave (N&S) 3300 W...5899 N to 11499 S
Spokane Ave (N) 5340 W..6300 N to 6599 N
Springfield Ave (N&S) 3900 W...6399 N to 11099 S
St Clair St (N) 200 E ..... 400 N to 730 N
St Georges Court (W) 2260 N...2700 W to 2799 W
St Helen St (W) 2114 N .....2700 W to 2799 W
St James Pl (W) 2520 N..... 400 W to 499 W
St Johns Court (N) 4250 W...5800 N to 5854 N
St Joseph Ave (W) 5140 N...8500 W to 8599 W
St Lawrence Ave (S) 600 E ..... 4100 S 13499 S
St Lawrence Dr (S) 600 E .....5930 S 5999 S
St Louis Ave (N&S) 3500 W...6320 N to 11699 S
St Mary St (W) 2170 N ..... 2748 W to 2799 W
St Michaels Court (N) 448 W...1600 N to 1799 N
St Paul Ave (W) 1732 N.....200 W to 5199 W
Stark St (S) 1100 W.....2500 S to 2599 S
State Line Rd (S) 4100 E.....10600 S to 11198 S
Stave St (N) 2540 W ..... 2000 N to 2199 N
Stephen A Douglas Dr (E) 3500 S...701 E to 799 E
Stetson Ave (N) 154 E ..... 140 N to 353 N
Steuben St (W) 11400 S .....1700 W to 1799 W
Stevens Ave 4028 W...6000 N to 4000 W at 6030 N
Stewart Ave (S) 400 W ..... 1600 S to 12699 S
Stockton Dr (N) 67 W ..... 1700 N to 2799 N
Stone St (N) 80 E ..... 200 N to 1299 N
Stony Island Ave (S) 1600 E...5600 S to 12999 S
Stratford Pl (W) 3480 N ..... 500 W to 699 W
Streeter Dr (N) 588 E .....500 N to 699 N
Strong St (W) 4932 N.....3900 W to 7199 W
Sullivan St (W) 1306 N..... 400 W to 499 W
Summerdale Ave (W) 5332 N...1400 W to 8799 W
Summit Ave (S) 800 W .....8500 S to 8699 S
Sunnyside Ave (W) 4500 N...800 W to 8699 W
Superior St (E&W) 732 N..... 499 E to 5999 W
Surf St (W) 2900 N ..... 330 W to 1799 W
Surrey Court (N) 1300 W.... 2400 N to 2520 N
Sutton Pl (N) 60 W.....1300 N to 1399 N
Swann St (W) 4642 S ..... 100 W to 399 W

T

Tahoma Ave (N) 5300 W.....6400 N to 7099 N
Talcott Ave 5400 N...6700 W to 6200 N at 7790 W
Talman Ave (N&S) 2632 W ...7431 N to 11499 S
Tan Court (S) 300 W.....2000 S to 2199 S
Taylor St (W) 1000 S .....100 W to 5699 W
Terra Cotta Pl (W) 2526 N....1700 W to 1799 W
Thatcher Rd (N) 8200 W.....4200 N to 4399 N
Thomas St (W) 1100 N ..... 1300 W to 5999 W
Thome Ave (W) 6300 N ..... 1400 W to 4429 W
Thompson Dr (S) 2920 W..... 1230 S to 1399 S
Thorndale Ave (W) 5900 N..900 W to 7899 W
Throop Pkwy (S) 1308 W..... 21 S to 36 S
Throop St (N&S) 1300 W ..... 1799 N to 12299 S
Tilden St (W) 426 S.....504 W to 2261 W
Tonty Ave (N) 6150 W.....6800 N to 7099 N
Tooker Pl (W 862 N ..... 4 W to 35 W
Torrence Ave (S) 2634 E .....9500 S to 13799 S
Touhy Ave (W) 7200 N.....1200 W to 12599 W
Transit Ave (W) 4000 S..... 1300 W to 1399 W
Tremont St (W) 5636 S ..... 400 W to 599 W
Tripp Ave (N&S) 4232 W ..... 6399 N to 8699 S
Troy St (N&S) 3132 W .....6599 N to 11450 S
Trumbull Ave (N&S) 3432 W.....1099 N to 11399 S

U

Union Ave (N&S) 700 W ..... 699 N to 12999 S
University Lane (W) 1400 S .... 800 W to 821 W
University Ave (S) 1144 E.....4400 S to 9899 S
Urban Ave (S) 12 E.....8932 S to 9199 S

V

Van Buren St (E&W) 400 S .....99 E to 5599 W
Vanderpoel Ave 1800 W...9136 S to 1700 W at 9858 S
Van Schaikave (W) 10400 S...2700 W to 2721 W
Van Vlissingen Rd 1800 E...9500 S to 2266 E at 10250 S
Vermont St 12700 S .....12772 S at 1020 W
Vernon Ave (S) 440 E .....2730 S to 13499 S
Vernon Park Pl (W) 700 S .....540 W to 1199 W
Veterans Pl (W) 4870 N.....5318 W to 5344 W
Victoria St (W) 5800 N..... 1200 W to 7899 W
Village Court (W) 1458 S .....808 W to 927 W
Vincennes Ave 600 E...3542 S to 2036 W at 11888 S*
Vine St (N) 624 W.....1600 N to 1799 N
Virginia Ave 2632 W...4500 N to 3116 W at 5964 N*

W

Wabansia Ave (W) 1700 N ....1301 W to 7199 W
Wabash Ave (N&S) 44 E..... 899 N to 12499 S
Wacker Pl (E) 300 N..... 50 E to 99 E
Wacker Dr 340 N..... 400 E to 200 N at 340 W
360 W From 188 N to 424 S
Walden Pkwy (S) 1800 W... 9700 S to 10699 S
Waldron D (E) 1600 S..... 406 E to 599 E
Wall St (S) 1132 W.....3600 S to 3699 S
Wallace St (S) 600 W ..... 2411 S 12999 S

Asterisk (*) Symbol indicated the street is not continuous.

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Wallen Ave (W) 6634 ..... 1600 W to 3159 W
Waller Ave (N&S) 5700 W ..... 1599 N to 1199 S
Walnut St (W) 234 N..... 640 W to 4799 W
Walter Burley Griffin Pl (W) 10432 S..1600 W to 1799 W
Walton St (E&W) 932 N..... 136 E to 5999 W
Walton Pl (E) 932 N .....137 E to 299 E
Warner Ave (W) 4132 N ..... 1400 W to 6499 W
Warren Ave (W) 23 N..... 630 W to 699 W
Warren Blvd (W) 34 N ..... 1500 W to 3399 W
Warren Dr (W) 34 N .....3400 W to 3499 W
Warwick Ave (W) 3732 N .. 4000 W to 6399 W
Waseca Pl (W) 11300 S .....1629 W to 1725 W
Washburneave (W) 1232 S . 1100 W to 2499 W
Washington St (E&W) 100 N ..... 99 E to 499 W
Washington Blvd (W) 100 N 500 W to 5999 W
Washington Park (S) 432 E...4900 S to 5100 S
Washington Park Court (S) 432 E.4900 S to 5099 S
Washtenaw Ave (N&S) 2700 W...7599 N to 11499 S
Waterloo Court (N) 646 W..3000 N to 3099 N
Watkins Ave 1756 W...11400 S to 2000 W at 11872 S
Waukesha Ave (N) 5700 W..6500 N to 6999 N
Waveland Ave (W) 3700 N..600 W to 8399 W
Wayman St (W) 320 N .....600 W to 4799 W
Wayne Ave (N) 1332 W.....2100 N to 6939 N
Webster Dr (W) 2200 N .....275 W to 299 W
Webster Ave (W) 2200 N.....300 W to 2199 W
Weed St (W) 1532 N. .....600 W to 1099 W
Wellington Ave (W) 3000 N....300 W to 7598 W
Wells St (N&S) 200 W..... 1826 N to 6499 S
Wendell St (W) 1028 N.....154 W to 399 W
Wentworth Ave (S) 200 W...1640 S to 12799 S
Wesley Terrace (N) 9500 W...5200 N to 5228 N
West Circle Ave (N) 7044 W...5700 N to 6099N
West End Dr (W) 200 N.....3750 W to 3799 W
West End Ave (W) 200 N..3800 W to 5999 W
West Water St (N) 416 W .....146 N to 199 N
Western Ave (N&S)2400 W...7599 N to 11899 S
Western Blvd (S) 2400 W .....3100 S to 5499 S
Westgate Terrace (W) 614 S..1242 W to 1321 W
Westshore Dr (N) 1800 ..... 172 N to 215 N
Whipple St (N&S 3032 W ...6899 N to 11299 S
Wieland St (N) 224 W .....1400 N to 1599 N
Wilcox St (W) 132 S..... 2300 W to 4599 W
Wildwood Ave (N) 6100 W...6700 N to 6999 N
Willard Court (N) 1226 W ..... 100 N to 1032 N
Willetts Court (N) 3000 W...2500 N to 2599 N
Williams Ave (S) 210 E .....9110 S to 9299 S
Willow St (W) 1740 N ..... 200 W to 2099 W
Wilmot Ave 2100 W....1724 N to 2356 W at 1978 N*
Wilson Dr (W) 4600 N.....400 W to 728 W
Wilson Ave (W) 4600 N..... 729 W to 8799 W
Wilton Ave (N) 932 W .....2600 N to 3899 N
Winchester Ave (N&S) 1932 W...7599 N to 10099 S
Windsor Ave (W) 4532 N .....800 W to 8506 W
Winnebago Ave 2200 W...1700 N to 2356 W at 1890 N
Winneconna Pkwy (W) 7800 S...400 W to 548 W
Winnemac Ave (W) 5032 N...200 W to 8599 W
Winona St (W) 5100 N.....840 W to 8599 W
Winston Ave 1500 W....9500 S to 1300 W at 10198 S
Winthrop Ave (N) 1100 W ....4600 N to 6599 N
Wisconsin St (W) 1900 N.....200 W to 1199 W
Wisner Ave (N) 3500 W ..... 2900 N to 2999 N
Wolcott Ave (N&S) 1900 W..7599 N to 8699 S
Wolf Rd (N) 11200 W..... 6900 N to 6999 N
Wolfram St (W) 2832 N..... 800 W to 7049 W
Wood St (N&S) 1800 W.....2999 N to 10999 S
Woodard St (N) 3400 W.....2801 N to 2999 N
Woodlawn Ave (S) 1200 E...4436 S to 10699 S
Woodward Dr (S) 3632 W.....1 S to 299 S
Wrightwood Ave (W) 2600 N400 W to 7199 W

Y

Yale Ave (S) 232 W..... 5900 S to 12699 S
Yates Blvd (S) 2400 E ..... 7100 S to 9499 S
Yates Ave (S) 2435 E..... 9500 S to 11599 S
York Rd (N) 12600 W .....4800 N to 6399 N

Z

Zemke Rd (W) 6400 N....10200 W to 10599 W

NUMBERED STREETS

8th St (E) 800 S .....1 E to 99 E
9th St (E&W) 900 S..... 99 E to 199 W
11th St (E) 1100 S .....1 E to 100 E
11th St (E&W) 1130 S .....120 E to 80 W
12th Pl (W) 1232 S ..... 700 W to 3599 W
13th St (E&W) 1300 S ..... 299 E to 4399 W
13th Pl (W) 1332 S..... 2632 W to 3599 W
14th Pl (E&W) 1432 S.....49 E to 2631 W
14th St (E&W) 1400 S ..... 299 E to 4499 W
15th St (W) 1500 S..... 1 W to 4499 W
15th Pl (E&W) 1532 S ..... 299 E to 3199 W
16th St (E&W)1600 S..... 299 E to 4599 W
16th Pl (W) 1632 S ..... 650 W to 699 W
17th St (E&W) 1700 S ..... 399 E to 4399 W
17th Pl (W) 1732 S .....700 W to 799 W
18th St (E&W) 1800 S..... 509 E to 4399 W
18th Pl (W) 1832 S.....900 W to 4399 W
18th Dr (W) 1800 S ..... 2800 W to 2815 W
19th St (W) 1900 S.....1 W to 4399 W
19th Pl (W) 1932 S .....700 W to 1199 W
20th Pl (W) 2032 S ..... 534 W to 1199 W
21st St (E&W) 2100 S .....355 E to 4399 W
21st Pl (W) 2132 S.....734 W to 4399 W
22nd Pl (W) 2232 S .....200 W to 2899 W
23rd Pl (W) 2332 S .....200 W to 2899 W
23rd St (E&W) 2300 S.....399 E to 3799 W
23rd Dr (E) 2300 S ..... 400 E to 518 E
24th St (E&W) 2400 S .....339 E to 4199 W
24th Pl (E&W) 2432 S..... 399 E to 4399 W
24th Blvd (W) 2400 S ..... 2800 W to 2939 W
25th Pl (E&W) 2532 S ..... 399 E to 4399 W
25th St (E&W) 2500 S..... 499 E to 4399 W
26th Pl (W) 2632 S .....33 W to 2635 W
26th St (E&W) 2600 S..... 499 E to 4599 W
27th St (E&W) 2700 S ..... 599 E to 4399 W
28th St (E&W) 2800 S.....99 E to 4499 W

Asterisk (*) Symbol indicated the street is not continuous.

FOR TRAINING 20250813

CHICAGO STREET GUIDE

28th Pl (E&W) 2832 S ..... 198 E to 599 W
29th Pl (E&W) 2932 S ..... 516 E to 399 W
29th St (E&W) 2900 S ..... 599 E to 999 W
30th Pl (W) 3032 S ..... 332 W to 2761 W
30th St (E&W) 3000 S ..... 499 E to 4599 W
31st Pl (E&W) 3132 S ..... 499 E to 2099 W
31st Dr (E) 3100 S ..... 600 E to 799 E
31st Blvd (W) 3100 S ..... 2400 W to 2799 W
31st St (E to &W) 3100 S ..... 581 E to 4699 W
32nd Pl (E&W) 3232 S ..... 598 E to 2499 W
32nd St (E&W) 3200 S ..... 699 E to 4399 W
33rd Blvd (E) 3300 S ..... 100 E to 399 E
33rd Pl (E&W) 3332 S ..... 698 E to 1899 W
33rd St (E&W) 3300 S ..... 699 E to 4398 W
34th St (E&W) 3400 S ..... 463 E to 3799 W
34th Pl (W) 3432 S ..... 800 W to 2499 W
35th Pl (W) 3532 S ..... 1 W to 4459 W
35th St (E&W 3500 S ..... 699 E to 3899 W
36th Pl (E&W) 3632 S ..... 599 E to 3299 W
36th St (E&W) 3600 S ..... 799 E to 4460 W
37th Pl (E&W) 3732 S ..... 799 E to 3499 W
37th St (E&W) 3700 S ..... 899 E to 3499 W
38th Pl (E&W) 3832 S ..... 899 E to 3599 W
38th St (E&W) 3800 S ..... 999 E to 3899 W
39th Pl (W) 3932 S ..... 2500 W to 3199 W
40th St (E&W) 4000 S ..... 999 E to 4299 W
40th Pl (E&W) 4032 S ..... 3899 E to 3199 W
41st Pl (E&W) 4132 S ..... 1099 E to 3199 W
41st St (E&W 4100 S ..... 1099 E to 4399 W
42nd Pl (E&W 4232 S ..... 1199 E to 3199 W
42nd St (E&W) 4200 S ..... 1199 E to 4729 W
43rd Pl (W) 4332 S ..... 38 W to 1330 W
43rd St (E&W) 4300 S ..... 1199 E to 4999 W
44th St (E&W) 4400 S ..... 1199 E to 5199 W
44th Pl (E&W) 4432 S ..... 1299 E to 4999 W
45th Pl (E&W) 4543 S ..... 499 E to 3829 W
45th St (E&W) 4500 S ..... 1199 E to 5199 W
46th Pl (E&W) 4732 S ..... 599 E to 3829 W
46th St (E&W) 4600 S ..... 1299 E to 5199 W
47th Pl (E&W) 4732 S ..... 1399 E to 3599 W
47th St (E&W) 4700 S ..... 1399 E to 5199 W
47th Dr (E) 4700 S ..... 1400 E to 1540 E
48th Pl (E&W) 4832 S ..... 499 E to 3599 W
48th St (E&W) 4800 S ..... 1499 E to 5199 W
49th Pl (W) 4932 S ..... 700 W to 3199 W
49th St (E&W) 4900 S ..... 499 E to 5199 W
49th Dr (E) 4900 S ..... 1600 E to 1699 E
50th Pl (E&W) 5032 S ..... 1699 E to 3799 W
50th St (E&W) 5000 S ..... 1699 E to 5199 W
51st Pl (W) 5132 S ..... 300 W to 7155 W
51st St (E&W) 5100 S ..... 799 E to 6999 W
52nd Pl (E&W) 5232 S ..... 1517 E to 4199 W
52nd St (E&W) 5200 S ..... 1599 E to 7199 W
53rd Pl (W) 5332 S ..... 800 W to 5399 W
53rd St (E&W) 5300 S ..... 1748 E to 7199 W
53rd Dr (E) 5300 S ..... 1749 E to 1799 E
54th Pl (E&W) 5432 S ..... 1629 E to 5899 W
54th St (E&W) 5400 S ..... 1799 E to 7199 W
55th Dr (E) 5500 S ..... 732 E to 1899 E
55th Pl (E&W) 5532 S ..... 1499 E to 3999 W
55th St (E&W) 5500 S ..... 1799 E to 6359 W

56th Pl (W) 5632 S ..... 332 W to 4199 W
56th St (E&W) 5600 S ..... 1799 E to 7198 W
57th Pl (W) 5732 S ..... 1 W to 5709 W
57th Dr (E) 5700 S ..... 700 E to 1770 E
57th St (E&W) 5700 S ..... 1599 E to 7161 W
58th Pl (W) 5832 S ..... 500 W to 4199 W
58th St (E&W) 5800 S ..... 1435 E to 7199 W
59th Pl (W) 5932 S ..... 242 W to 3999 W
59th St (E&W) 5900 S ..... 1599 E to 7199 W
60th Pl (W) 6032 S ..... 244 W to 7199 W
60th St (E&W) 6000 S ..... 1599 E to 7199 W
61st Pl (E&W) 6132 S ..... 1499 E to 7199 W
61st St (E&W) 6130 S ..... 1599 E to 7199 W
62nd Pl (E&W) 6232 S ..... 1435 E to 7099 W
62nd St (E&W) 6200 S ..... 1599 E to 7199 W
63rd Pkwy (W) 6300 S ..... 800 W to 999 W
63rd Pl (E&W) 6332 S ..... 1499 E to 7199 W
63rd St (E&W) 6300 S ..... 1599 E to 7199 W
64th Pl (W) 6432 S ..... 899 E to 7199 W
64th St (E&W) 6400 S ..... 1599 E to 7199 W
65th Pl (E&W) 6532 S ..... 1599 E to 4599 W
65th St (E&W) 6500 S ..... 1599 E to 7198 W
66th St (E&W) 6600 S ..... 499 E to 4799 W
66th Pl (E&W) 6632 S ..... 1599 E to 4599 W
67th St (E) 6700 S ..... 500 E to 2399 E
67th Pl (E&W) 6732 S ..... 1599 E to 3999 W
68th Pl (W) 6832 S ..... 2000 W to 3999 W
68th St (E&W) 6800 S ..... 2399 E to 4531 W
69th Pl (E&W) 6932 S ..... 1599 E to 4149 W
69th St (E&W) 6900 S ..... 2399 E to 4429 W
70th Pl (E&W) 7032 S ..... 2399 E to 3999 W
70th St (E &W) 7000 S ..... 2399 E to 4150 W
71st Pl (E&W) 7132 S ..... 1999 E to 3599 W
71st St (E&W) 7100 S ..... 2599 E to 4099 W
72nd Pl (E&W) 7232 S ..... 2599 E to 4359 W
72nd St (E&W) 7200 S ..... 2599 E to 4799 W
73rd Pl (E&W) 7332 S ..... 2549 E to 3599 W
73rd St (E&W) 7300 S ..... 2699 E to 3828 W
74th Pl (E&W) 7432 S ..... 2641 E to 2631 W
74th St (E&W) 7400 S ..... 2799 E to 4759 W
75th Pl (E&W) 7532 S ..... 2739 E to 3999 W
75th St (E&W) 7500 S ..... 2799 E to 3599 W
76th Pl (E&W) 7632 S ..... 2841 E to 3999 W
76th St (E&W) 7600 S ..... 2899 E to 4759 W
77th Pl (E&W) 7732 S ..... 2841 E to 4599 W
77th St (E&W) 7700 S ..... 3131 E to 4799 W
78th Pl (E&W 7832 S. ..... 2950 E to 4162 W
78th St (E&W) 7800 S ..... 3099 E to 4799 W
79th Pl (E&W) 7932 S ..... 3099 E to 4680 W
79th St (E&W) 7900 S ..... 3399 E to 4799 W
80th Pl (E&W) 8032 S ..... 3027 E to 4199 W
80th St (E&W) 8000 S ..... 3199 E to 4440 W
81st Pl (E&W) 8132 S ..... 2989 E to 4459 W
81st St (E&W) 8100 S ..... 3199 E to 4799 W
82nd Pl (E&W) 8232 S ..... 2989 E to 4745 W
82nd St (E&W) 8200 S ..... 3199 E to 4732 W
83rd Pl (E&W) 8332 S ..... 3159 E to 4721 W
83rd St (E&W) 8300 S ..... 3399 E to 4799 W
84th Pl (E&W) 8432 S ..... 1799 E to 4799 W
84th St (E&W) 8400 S ..... 3399 E to 4499 W
85th Pl (E&W) 8532 S ..... 1799 E to 3999 W

32 Asterisk (*) Symbol indicated the street is not continuous.

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85th St (E&W) 8500 S..... 3399 E to 4799 W
86th Pl (E&W) 8632 S .....1799 E to 3929 W
86th St (E&W) 8600 S..... 3399 E to 4799 W
87th Pl (E) 8732 S .....300 E to 1755 E
87th St (E&W) 8700 S ..... 3899 E to 4798 W
88th Pl (E) 8832 S..... 342 E to 1335 E
88th St (E&W) 8800 S..... 3330 E to 1927 W
89th Pl (E&W) 8932 S .....1399 E to 1899 W
89th St (E&W) 8900 S..... 3431 E to 2199 W
90th Pl (E&W) 9032 S.....1499 E to 1799 W
90th St (E&W) 9000 S ..... 3432 E to 2399 W
91st Pl (E&W) 9132 .....S 1799 E to 1833 W
91st St (E&W) 9100 S ..... 3399 E to 2399 W
92nd Pl (E&W 9232 S..... 2399 E to 2399 W
92nd St (E&W) 9200 S ..... 3332 E to 2199 W
93rd Pl (E&W) 9332 S .....1099 E to 1699 W
93rd St (E&W) 9300 S.....3299 E to 2199 W
93rd Court (E) 9363 S.....3500 E to 3599 E
94th Pl (W) 9419 S ..... 300 W to 399 W
94th St (E&W) 9400 S..... 3599 E to 2399 W
95th Pl (E&W) 9532 S ..... 2527 E to 1799 W
95th St (E&W) 9500 S.....3699 E to 2399 W
96th Pl (E&W) 9632 S .....2734 E to 499 W
96th St (E&W) 9600 S.....3699 E to 2399 W
97th Pl (E&W) 9732 S.....2599 E to 1399 W
97th St (E&W) 9700 S ..... 3731 E to 2399 W
98th Pl (E&W) 9832 S ..... 2146 E to 1399 W
98th St (E&W) 9800 S.....4099 E to 2299 W
99th Pl (E&W) 9932 S ..... 699 E to 2629 W
99th St (E&W) 9900 S..... 3799 E to 3999 W
100th Pl (E&W) 10032 S.....1199 E to 2629 W
100th St (E&W) 10000 S .....4001 E to 2799 W
101st Pl (E&W) 10132 S..... 699 E to 3999 W
101st St (E&W) 10100 S.....3699 E to 3999 W
102nd Pl (E&W) 10232 S.....699 E to 3947 W
102nd St (E&W) 10200 S .....3898 E to 3999 W
103rd Pl (E&W) 10332 S ..... 799 E to 2651 W
103rd St (E&W) 10300 S.....3899 E to 3999 W
104th Pl (E&W) 10432 S .....799 E to 3999 W
104th St (E&W) 10400 S.....3951 E to 3999 W
105th Pl (E&W) 10532 S .....799 E to 3599 W
105th St (E&W) 10500 S.....3999 E to 3999 W
106th Pl (W) 10632 S .....1 W to 2651 W
106th St (E&W) 10600 S.....4099 E to 3999 W
107th Pl (W) 10732 S.....200 W to 3910 W
107th St (E&W) 10700 S .....4099 E to 3999 W
108th Pl (W) 10832 S .....1 W to 3909 W
108th St (E&W) 10800 S.....4099 E to 3899 W
109th Pl (W) 10932 S. .....1 W to 3899 W
109th St (E&W) 10900 S.....4099 E to 3999 W
110th Pl (E&W) 11032 S .....3899 E to 3899 W
110th St (E&W) 11000 S.....4099 E to 3999 W
111th Pl (E&W) 11132 S..... 599 E to 2399 W
111th St (E&W) 11100 S ..... 4099 E to 4799 W
112th Pl (E&W) 11232 S ..... 99 E to 3799 W
112th St (E&W) 11200 S.....4099 E to 3199 W
113th Pl (E&W) 11332 S..... 99 E to 3671 W
113th St (E&W) 11300 S ..... 3799 E to 3799 W
114th Pl (E&W) 11432 S.....599 E to 3799 W
114th St (E&W) 11400 S ..... 3899 E to 3751 W
115th Pl (W) 11532 S..... 926 W to 3633 W
115th St (E&W) 11500 S..... 3899 E to 4798 W
116th Pl (W) 11632 S..... 600 W to 3633 W
116th St (E&W) 11600 S..... 3899 E to 3633 W
117th Pl (E&W) 11732 S ..... 199 E to 2599 W
117th St (E&W) 11700 S..... 3799 E to 3629 W
118th Pl (E&W) 11832 S..... 199 E to 2599 W
118th St (E&W) 11800 S..... 3799 E to 2599 W
119th Pl (E) 11932 S..... 1 E to 399 E
119th St (E&W) 11900 S..... 399 E to 2599 W
11th St (E) 1100 S .....1 E to 99 E
11th Pl (E&W) 1132 S..... 199 E to 99 W
120th Pl (E) 12032 S..... 1 E to 399 E
120th St (E&W) 12000 S..... 899 E to 1599 W
121st Pl (E) 12132 S ..... 1 E to 299 E
121st St (E&W) 12100 S ..... 799 E to 1599 W
122nd Pl (E) 12232 S..... 1 E to 199 E
122nd St (E&W) 12200 S.....3236 E to 1599 W
123rd St (E&W) 12300 S..... 199 E to 1599 W
124th Pl (E) 12432 S ..... 1 E to 199 E
124th St (E&W) 12400 S ..... 799 E to 799 W
125th St (E) 12500 S .....1 E to 799 E
125th Pl (E&W) 12532 S .....199 E 599 W
126th Pl (E&W) 12632 S .....2731 E 599 W
126th St (E&W) 12600 S.....3459 E 799 W
127th Pl (W) 12732 S ..... 500 W to 599 W
127th St (E&W) 12700 S .....3099 E to 1030 W
128th Pl (W) 12832 S ..... 440 W to 899 W
128th St (E&W) 12800 S..... 2999 E to 599 W
129th Pl (E&W) 12932 S .....1169 E to 1029 W
129th St (E) 12900 S .....2600 E to 3099 E
130th Pl (E) 13032 S..... 642 E to 1171 E
130th St (E&W) 13000 S..... 1199 E to 1199 E
131st Pl (E) 13132 S..... 200 E to 399 E
131st St (E) 13100 S .....400 E to 3599 E
132nd St (E) 13200 S ..... 200 E to 3599 E
132nd Pl (E) 13232 S.....300 E to 1036 E
133rd St (E) 13300 S ..... 100 E to 4099 E
133rd Pl (E) 13332 S..... 700 E to 903 E
134th St (E) 13400 S..... 100 E to 4099 E
134th Pl (E) 13432 S ..... 200 E to 899 E
135th Pl (E) 13532 S .....200 E to 260 E
135th St (E) 13500 S ..... 2500 E to 3631 E
136th Pl (E) 13632 S..... 200 E to 399 E
136th St (E) 13600 S .....200 E to 3627 E
137th St (E) 13700 S .....250 E to 2634 E
138th St (E) 13800 S .....200 E to 1399 E

PRIVATE PLAZA AREAS

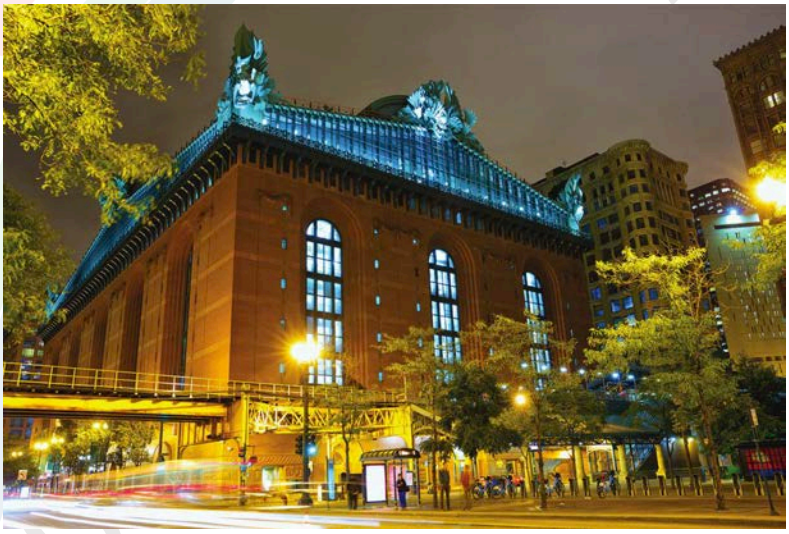
North Children's Plaza 720 ...2320 N to 2358 N
Merchandize Mart Plaza 324 N...200 W to 254 W
North Riverside Plaza 400 W.....1 N to 100 N
South Riverside Plaza 401 W.....1 S to 238 S
Richard J. Daley Center 100N...Wrigley Plaza 400 N100 E. to 120 E
Prudential Plaza 150 N.....120 E to 140 E
Hartford Plaza 100 S....350 W. to Chicago River
First National Bank Plaza 100 S..50 W to 100 W
East Carver Plaza 3700 S.....46 E to 114 E
North Lincoln Plaza 200 W.....1825 N to 1900 N
One I.B.M. Plaza 301 N.....1 E to 15 E
Montgomery Ward Plaza 800 N...441 W to 631 W

Asterisk (*) Symbol indicated the street is not continuous.

PREVIEW 250813

CHICAGO PUBLIC LIBRARY

PUBLIC LIBRARY



R10 20250813

CHICAGO LIBRARY INFORMATION

CHICAGO PUBLIC LIBRARY LOCATIONS AND PHONE NUMBERS
All locations have a 312 Area Code

REGIONAL

Harold Washington Library Center	400 S. State St	747-4999
Sulzer Regional	4455 N. Lincoln Ave	744-7616
Woodson Regional	9525 S. Halsted St.	747-6900

NORTH DISTRICT

Albany Park	5150 N. Kimball Ave	744-1933
Austin–Irving	6100 W. Irving Park Rd	744-6222
Bezazian	1226 W. Ainslie St	744-0019
Budlong Woods	5630 N. Lincoln Ave	742-9590
Bucktown/Wicker Park	1701 N. Milwaukee Ave	744-6022
Richard M. Daley-W Humboldt	733 N. Kedzie Ave	743-0555
Dunning	7455 W. Cornelia Ave	743-0480
Edgebrook	5331 W. Devon Ave	744-8313
Edgewater	1210 W. Elmdale Ave	744-0718
Galewood–Mont Clare	6871 W. Belden Ave	746-0165
Humboldt Park	1605 N. Troy St	744-2244
Independence	3548 W. Irving Park Rd	744-0900
Jefferson Park	5363 W. Lawrence Ave	744-1998
Lincoln Belmont	1659 W. Melrose St.	744-0166
Lincoln Park	1150 W. Fullerton Ave	744-1926
Logan Square	3030 W. Fullerton Ave	744-5295
Mayfair	4400 W. Lawrence Ave	744-1254
Merlo	644 W. Belmont Ave	744-1139
North Austin	5724 W. North Ave	746-4233
North Pulaski	4300 W. North Ave	744-9573
Northtown	6435 N. California Ave	744-2292
Oriole Park	7454 W. Balmoral Ave	744-1965
Portage–Cragin	5108 W. Belmont Ave	744-0152
Roden	6083 Northwest Hwy	744-1478
Rogers Park	6907 N. Clark St	744-0156
Uptown	929 W. Buena Ave	744–8400
West Belmont	3104 N. Narragansett Ave.	746–5142

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CHICAGO LIBRARY INFORMATION

CHICAGO PUBLIC LIBRARY LOCATIONS AND PHONE NUMBERS

All locations have a 312 Area Code

CENTRAL DISTRICT

Archer Heights	5055 S. Archer Ave	747-9241
Austin	5615 W. Race Ave	746-5038
Back of the Yards	2111 W. 47th St	747-9595
Blackstone	4904 S Lake Park Ave	747-0511
Brighton Park	4314 S. Archer Ave	747-0666
Canaryville	642 W. 43rd St	747-0644
Chicago Bee	3647 S. State St	747-6872
Chinatown	2353 S. Wentworth Ave	747-8013
Richard J. Daley	3400 S. Halsted St.	747-8990
Douglass	3353 W. 13th St.	747-3725
Gage Park	2807 W. 55th St.	747-0032
Garfield Ridge	6348 S. Archer Ave	747-6094
Hall	4801 S. Michigan Ave.	747-2541
King	3436 S. King Dr.	747-7543
Legler	115 S. Pulaski Rd	746-7730
Little Village	2311 S. Kedzie Ave	745-1862
Lozano	1805 S. Loomis St.	746-4329
Manning	6 S. Hoyne Ave.	746-6800
McKinley Park	1915 W. 35th St.	747-6082
Near North	310 W. Division St	744-0991
Roosevelt	1101 W. Taylor St.	746-5656
Sherman Park	5440 S. Racine Ave	747-0477
Toman	2708 S. Pulaski Rd	745-1660
West Chicago	4856 W. Chicago Ave	743-0260
West Town	1625 W. Chicago Ave	743-0450
Water Works	163 E. Pearson St	742-8811

CHICAGO LIBRARY INFORMATION

CHICAGO PUBLIC LIBRARY LOCATIONS AND PHONE NUMBERS
All locations have a 312 Area Code

SOUTH DISTRICT

Altgeld	13281 S. Corliss Ave	747-3270
Avalon	8148 S. Stony Island Ave	747-5234
Beverly	1962 W. 95th St.	747-9673
Brainerd	1350 W. 89th St.	747-6291
Chicago Lawn	6120 S. Kedzie Ave	747-0639
Clearing	6423 W. 63rd Pl	747-5657
Coleman	731 E. 63rd St	747-7760
Greater Grand Crossing	1000 E. 73rd St	745-1608
Hegewisch	3048 E. 130th St.	747-0046
Jeffery Manor	2401 E. 100th St.	747-6479
Kelly	6151 S. Normal Blvd	747-8418
Thurgood Marshall	7506 S. Racine Ave	747-5927
Mount Greenwood	1010 S. Kedzie Ave	747-2805
Pullman	11001 S. Indiana Ave	747-2033
Scottsdale	4101 W. 79th St	747-0193
South Chicago	9055 S. Houston Ave.	747-8065
South Shore	2505 E. 73rd St	747-5281
Vodak/East Side	3710 E. 106th St.	747-5500
Walker	11071 S. Hoyne Ave.	747-1920
West Englewood	1745 W. 63rd St	747-3481
West Lawn	4020 W. 63rd St	747-7381
West Pullman	830 W. 119th St	747-1425
Wrightwood–Ashburn	8530 S. Kedzie Ave	747-2696
Whitney M. Young, Jr	7901 S. King Dr	747-0039

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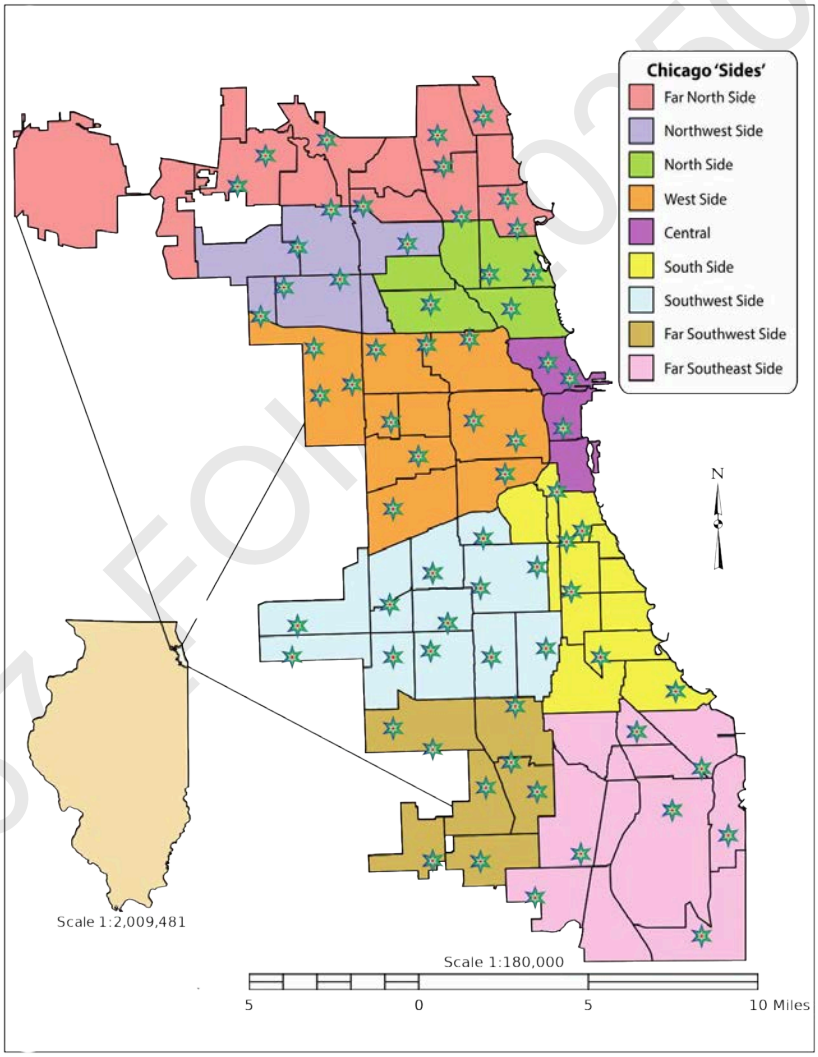
CHICAGO PUBLIC LIBRARY INFORMATION

CHICAGO LIBRARY INFORMATION
CHICAGO LIBRARY NEIGHBORHOOD MAP



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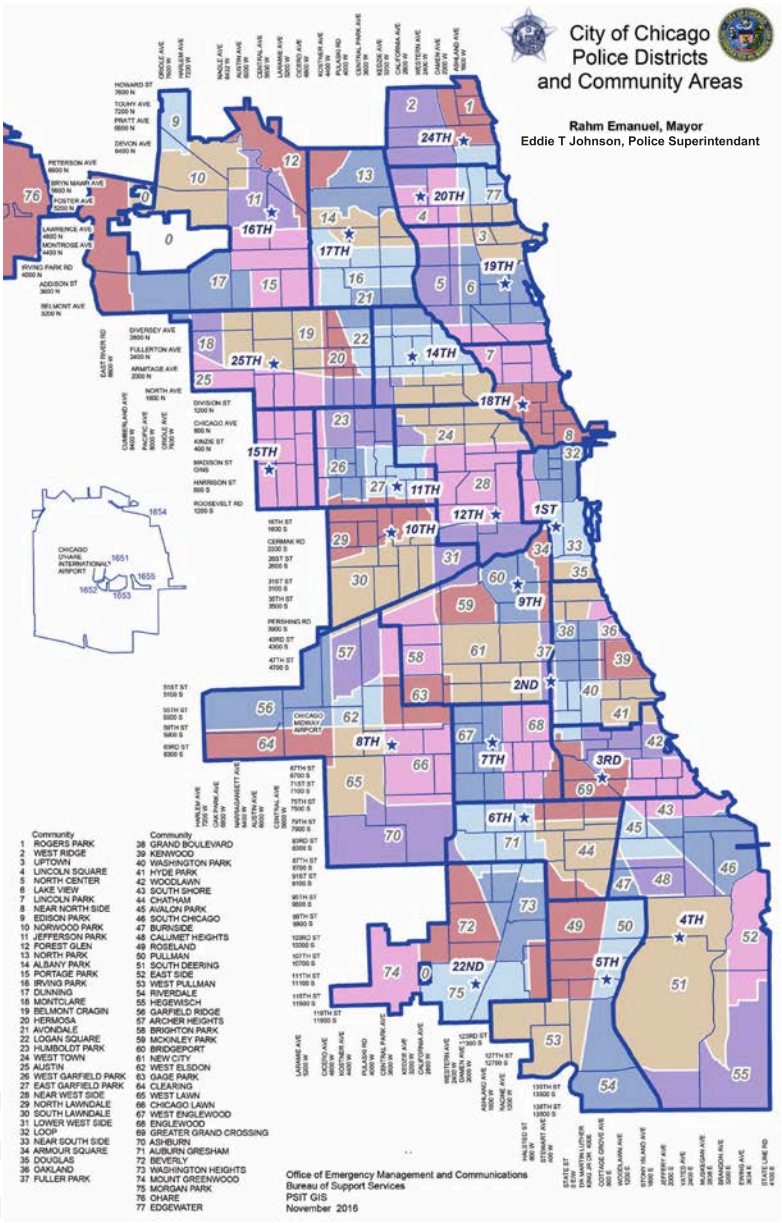
CHICAGO POLICE DISTRICT MAP



CHICAGO POLICE DISTRICT MAP

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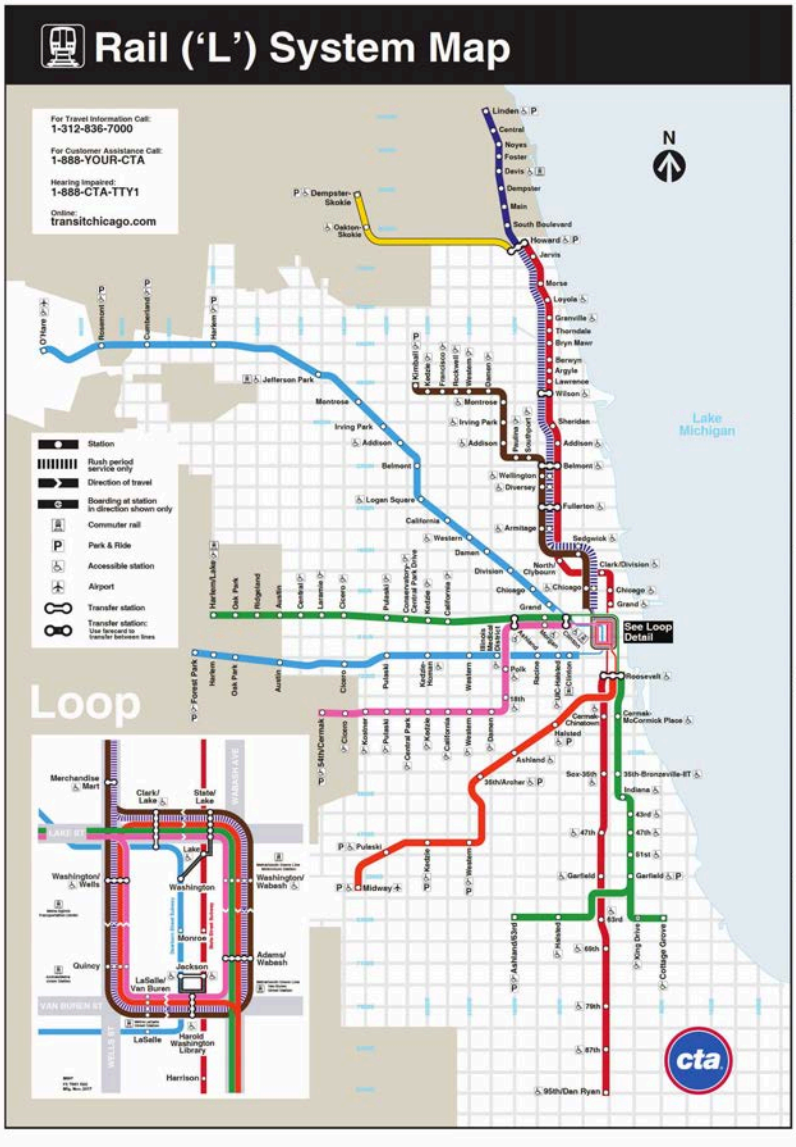
CHICAGO PUBLIC TRANSIT INFORMATION

CHICAGO PUBLIC TRANSIT INFORMATION

CHICAGO TRANSIT SYSTEM MAP

For more information about public transportation, including bus routes, visit www.transitchicago.com



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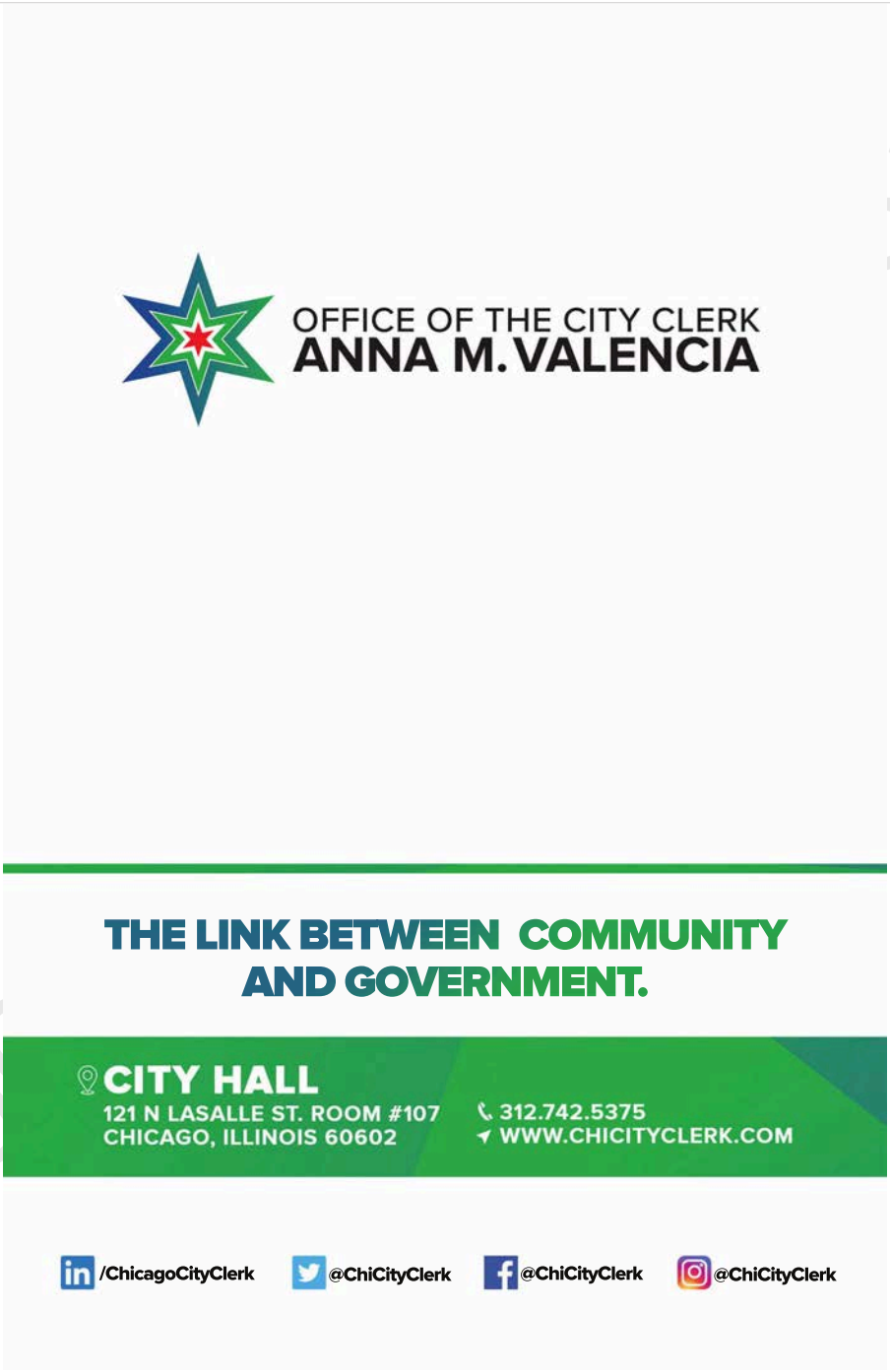
OFFICE OF THE CITY CLERK
ANNA M. VALENCIA
THE LINK BETWEEN COMMUNITY AND GOVERNMENT.
CITY HALL
121 N LASALLE ST. ROOM #107
CHICAGO, ILLINOIS 60602
312.742.5375
WWW.CHICITYCLERK.COM
/ChicagoCityClerk
@ChiCityClerk
@ChiCityClerk
@ChiCityClerk

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GLOSSARY

Bus Operator Training

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Glossary

Bus Operator Initial Training Program

CTA Glossary

A.F.C.		**A**utomated **F**are **C**ollection
Adherence		Operating the bus according to the bus operator's run paddle. Do not run ahead of schedule!
Alighting		When a passenger is attempting to get off your bus.
A.W.O.L.		No call, no show at garage from scheduled checking time to scheduled run time is completed.
B.O.D.R.		This is a form bus operators fill out in **PENCIL**. **B**us **O**perator's **D**aily **R**eport.
Beat the Show		Operator working the extra board who did not get any work within two hours.
Boarding		When a passenger is attempting to board your bus.
Bulletin Board		Bus operators must review the Bulletin Boards at least once every day.
Box Puller		Bus operator who is responsible for pulling the cashbox from the farebox.
Bus out of gear		To apply parking brake and shift selector button indicating neutral.
Callbox Key		Washroom key, used to open washrooms in the bus terminals.
C.D.L.		**C**ommercial **D**river's **L**icense
Check for a Run		Duty bus operators must perform every time they are required to report to work.
Chief Clerk		This is the clerk that employees should contact concerning any pay discrepancies.
Circle of Awareness		INTERSECTIONS are where the majority of our accidents occur. Slow down, cover your brake and do nothing but opeerate the bus while traveling into the intersection.
Clerk		Former bus operators who have been promoted to bus clerk and who assist the chief clerk in administrative duties.
Clever Devices On-Board Bus Technology Operations		Intelligent Vehicle Network (IVN) used on-board Authority buses to provide bus operators with the means to accurately and reliably communicate with the Control Center while minimizing voice radio traffic.
Complaint		When one of our customers calls in and complains about a bus operator not performing his/her duties as he/she has been trained to.
Cushion Ride		Ride on a bus route in order to become familiar with and to be able to know which way the route goes.
Day Car		A run that starts before 0600 hours and finishes before 1500 hours.
Day off book		Bus operators can request a day off of work by placing their name in the day off book which is located in the Transportation Manager's office. Operators must check back with the clerk to ensure they have been granted off.
Dead Head		Operate the bus out of service to a specific location in order to arrive on time; must be authorized by the Control Center or Bus Supervision.
Express Bus		A bus route that makes specific/designated stops.
Extra Board		Extra manpower that is used to fill work assignments when a regular operator fails to report for work.
Extra Trip		Additional trip over and above scheduled timetable.
F.M.L.A.		**F**amily **M**edical **L**eave **A**ct
Fall Back		Lunch time. Employees are guaranteed a minimum of 30 minutes for lunch.
Farebox		The machine on the bus that accepts all monies for payment of fares.
Follower		Scheduled bus behind you.
G.M.		**G**eneral **M**anager
Garage		Bus garage where employee works each day.
Hub		The center of the front and rear wheels.
I.O.D.		Employee **I**njured **o**n **D**uty.
Jump Buses		Exchange buses from one operator to another operator (follower). Usually accomplished in a bus terminal.
Leader		Scheduled bus ahead of you.

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Bus Operator Initial Training Program
CTA Glossary

Line Instructors		Experienced bus operators who are trained to assist the Instruction Department in training new bus operators.
Lost and Found		These are articles found on the Authority's property and must be turned in to the Garage Clerk.
Miss and Work		When an operator reports late for work but is allowed to work. Note: This does not free the operator from being charged with a miss.
Miss		Employee arriving to work late as per scheduled checking time.
Move Up		Run ahead of schedule; must be authorized by the Control Center or Bus Supervision.
Night Car		A run that checks after 2000 hours and works all night and finishes before 0800 hours.
Overtime Slip		Used and filled out by bus operators who have worked over 8 hours in one day.
Owl Service		Bus service between 2400 - 0400 hours.
Pivot Point		Rear wheel on a standard bus and the center of the flexible hinge (accordion) on an articulated bus
Pre-Pull Out Procedure		Check your bus exterior and interior for any defects. To make sure that everything is OK. Lastly, but very important, check that the brakes are in good working condition.
Public Address Microphone		Used on buses to announce service stops and other important announcements.
Pull In		Returning back to your home garage via the appropriate pull in route. The bus is in service from the time it leaves the garage to the time it returns unless instructed by Bus Supervision or the Control Center.
Pull Out		Pulling out of the garage with the bus that was assigned to you.
R.D.O.		**R**equest **D**ay **O**ff
Rear Overhang		Area from rear bumper to rear tire
Recovery Time		Scheduled recovery time at the terminal. This recovery time is solely for the purpose of assisting the bus operator to remain on schedule and not to be used as a break time. Any passengers in the terminal must be allowed to board the bus.
Relief Point		Designated point on the bus route where operators are making a relief.
Relieved		Giving your bus to an operator who is relieving you.
Reroute		When a bus cannot travel along a prescribed bus route because of some type of blockage and it must detour around the blockage. The Control Center must be advised of the reroute.
Retraining		Extra training given to bus operators when they have fallen below the minimum acceptable level of performance to operate a safe bus.
Route		A particular street on which bus service is provided.
Run Guide		A guide which shows arrival and leaving times from the bus terminal.
Run Number		The number that is used to identify each run on the street out of a garage.
Run Paddle		A schedule of work for one run indicating arrival time at certain time points.
Run		A scheduled piece of work for that day.
Running Hot		Running ahead of the scheduled running time. This is **never** permitted unless authorized by the Control Center or Bus Supervision.
Running Late		Operating a bus and arriving at a scheduled time point later than the scheduled running time. Also, if you are more than 10 minutes late, you must notify the Control Center.
Running on time		Operating the bus and arriving at a scheduled time point on time.
Running Reverse		Operate the bus on your follower's and/or leader's running time.
Running Time		Preprinted timetables for arriving time at schedule time points.
S.O.P.		**S**tandard **O**perating **P**rocedure; CTA rules, regulations, policies, orders, bulletins and instructions related to the safe operation of buses.
Safety Violation		A violation that warrants more serious discipline.

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Bus Operator Initial Training Program
CTA Glossary

Schedules		Timetables indicating the arrival and departure of buses at terminals
Securing the Bus		Apply the Parking Brake and Put the Bus In Neutral
Seniority Date		Employee's date of hire
Short Terminal		This is when a run is switched back short of its regular scheduled terminal.
Show Time		Employee's reporting time when working on the Extra Board.
Sick Book		Employees who become ill and can't report for work must contact their garage as soon as possible and be placed in the garage sick book.
Sign Out of Sick Book		When an employee is ready to return to work, he must go to his home garage and sign out of the sick book by 1530 hours so he may work his following scheduled work day.
Swing		A run that has two hours or more between the end of the first portion of work and the start of the second portion of work
Switchback Slip		Bus turns back short of scheduled terminal. Authorized by the Control Center or Street Supervision.
T.M.		**T**ransportation **M**anager
Terminal Procedures		End of route. Where buses turn around to head in the opposite direction. Bus Operators must prepare the bus for the next scheduled trip by checking the bus for lost articles, checking for any tripping hazards and checking the stairs for any debris that may cause an accident. **NOTE: You are in service while in the Bus Terminal and the bus must be made available for all intending customers.**
Time Point		Running time given to an operator which shows the arrival time at specific locations on the route.
Trade		Work a different run than what you were scheduled to work. Must be approved by the Transportation Manager.
Trip Sheet		Bus Operator's Daily Report
Tripper		A run designed for part-time operators to work.
Violations		A failure to follow CTA policies, rules, orders, bulletins and instructions.
VRD		**V**acation **R**andom **D**ay
Workbook		Bus operators can sign the work book if they wish to work their day off. The window clerk usually has the work book. Operators must check back with the clerk to see if they have been given work on their day off.

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TWD
Training and Workforce Development

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